



# MELBIN MATHEW

## Contact

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Dubai, UAE

## Education

- **Bachelor in Computer Science**
- MG University, Kerala - 2012 -2015
- **Higher Secondary - 2012**
- **SSLC, High School-2010**  
Kerala Educational Board

## Skills

- Strong leadership and team management abilities.
- Excellent customer service and interpersonal skills.
- Proficient in point-of-sale systems and billing software.
- Sound knowledge of retail operations and inventory management.

## Personal Details

- Gender:Male
- Marital Status:Married
- Visa Status: Employment Visa
- Languages: English, Hindi, Malayalam

## Career Objective

Highly motivated and empathetic professional with a solid background in retail and billing. Seeking the role of Customer Service Representative to leverage my excellent communication and problem-solving skills in providing top-notch support and assistance to customers. With a customer-centric approach, I aim to build strong relationships and ensure customer satisfaction while contributing to the company's success and reputation.

## Experience



### Shift in Charge

**ENOC Retail Store, Dubai, UAE**

**2020 - Present**

#### Duties and Responsibilities

- Manage daily store operations, including opening and closing procedures.
- Supervise and lead a team of sales assistants, providing guidance and support to ensure optimal performance.
- Monitor inventory levels and coordinate restocking to meet customer demands.
- Handle customer inquiries, complaints, and escalations, ensuring a satisfactory resolution.
- Implement visual merchandising strategies to enhance the store's appearance and boost sales.



### Sales Assistant

**ENOC Retail Store, Dubai, UAE**

**2017-2020**

#### Duties and Responsibilities

- Assisted customers in selecting products and provided product information and recommendations.
- Handled cash transactions, operated the point-of-sale system, and ensured accurate billing and accounting.
- Maintained a clean and organized store environment to enhance the shopping experience.



### Billing Executive

**Malabar Gold Diamonds, Kerala, India**

**2015-2017**

#### Duties and Responsibilities

- Managed billing and invoicing processes for customers, ensuring accuracy and timeliness.
- Coordinated with sales teams to resolve any billing discrepancies and issues.
- Handled customer inquiries related to billing and payment methods.
- Prepared and maintained billing records and reports for management.

## Declaration

I declare that the information provided above is true and correct to the best of my knowledge

**MELBIN MATHEW**