



# Mathew Abraham

**Date of birth:** 16/07/1997 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+91) 9061633979 (Mobile) |

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## ● ABOUT ME

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A Passion driven student keen to explore a transforming academic journey. Looking out for cross-cultural learning experience with a dedication to academic excellence. With resilience and curiosity as the key drivers I am prepared to seize any opportunity that presents a diverse learning environment.

## ● EDUCATION AND TRAINING

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01/06/2016 – 04/2019 Muvattupuzha, India

**BACHELOR OF SCIENCE - PHYSICS** Nirmala College

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**Website** <https://nirmalacollege.ac.in/> | **Field of study** Physics | **Final grade** 74%

## ● WORK EXPERIENCE

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01/08/2023 – 11/04/2024 Chennai, India

**BPO VOICE PROCESSING** AUTOSENSE PVT LTD

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- Customer service : Handling incoming calls from customer seeking information or assistance, as well as making outbound call for follow ups.
- Problem Resolution
- Maintaining Records
- Product or Service Knowledge
- Meeting Targets

01/02/2020 – 30/11/2022 Chalakudy, India

**OFFICE ASSISTANT** VPR ENTERPRISES

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- Gather and update office data in a regular and accurate manner, maintaining records to respond for various administrative needs.
- Acted as the point of contact between executives and employees/clients.
- Provided general office wide administrative support.
- Maintain office supplies inventory by monitoring stocks, anticipating requirements, and placing orders when necessary for continues day-to-day business operations.