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### Mr. Brian Mathias

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**Mahim, Mumbai – 400016**

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**CAREER OBJECTIVE**  To attain a challenging position where I can contribute my knowledge and skill to achieve organizational goals.

**SUMMARY**

Overall 17 years of work experience in the Service Industry.

A strong team player with good communication, leadership and interpersonal skills with a positive approach.

Dedicated and flexible to adapt to organization changes and work under pressure.

Effective and confident both in a team and as an individual player

Comfortable in a computerized environment and able to rapidly imbibe new systems.

### PERSONAL PROFILE

## Date of Birth January 11th, 1982

Religion Roman Catholic.

Nationality Indian

Marital Status Married

## Languages Known English, Hindi, Marathi.

### ACADEMIC PROFILE

#### Educational Qualification

|  |  |  |
| --- | --- | --- |
| Class | Board | Year of passing |
| T.Y. B. Com | Mumbai University | 2011 |
| H. S. C. | Mumbai University | 1999 |
| S. S. C. | Mumbai Board | 1997 |

## PROFESSIONAL QUALIFICATIONS:

* Computer hardware course through Government Polytechnic Institute.
* Diploma in Hotel Management through St. Andrews Institute of Management studies.

**PROFESSIONAL PROFILE**

**Work Experience:**

1. **Worked with COX AND KINGS L.T.D as a Tour Manager from 1st August 2015 till 31st December 2019.**

**Job Responsibilities Handled**

a) To ensure complete customer satisfaction of overseas tours assigned.

b) To ensure efficiency in carrying out all activities related to the tour assigned through

seamless and smooth coordination with respective country and client organizers.

c) To submit a detail report on each tour escorted within seventy two hours from return.

d) To ensure safe keeping and thorough accounting of all money transactions

entrusted to the tour manager.

e) To encourage proper scheduling and deploy safety of passengers on the tour assigned.

1. **Worked with CITI BANK in the Global Operations and Technology Unit as an Executive from 31st January 2014 till 30th April 2014.**

**Job Responsibilities Handled**

a) Responsible for customer assistance at the contact center.

b) Ensure end to end closure and online support for banking credit card accounts.

c) Improve customer satisfaction through explanation on modes of credit card payments.

d) Customer focused ensuring 100 % delivery on quality of experience.

1. **Worked with KOTAK MAHINDRA BANK (Contact Center) as an Assistant Manager (Phone Banking Officer) from 19th March 2013 till 10th August 2013.**

**Job Responsibilities Handled**

a) Responsible for customer assistance at the outbound contact center.

b) Ensure end to end closure and online support for banking accounts.

c) Improve customer transaction through product explanation, Documentation closure and account creation.

d) Customer focused ensuring 100 % delivery on quality of experience.

**Awarded Quality Performer at the Contact center for the month of June 2013.**

1. **Worked with THOMAS COOK INDIA L.T.D as a Tour Manager from**

**1st April 2011 till 1st April 2012**

**Job Responsibilities Handled**

a) To ensure complete customer satisfaction of overseas tours assigned.

b) To ensure efficiency in carrying out all activities related to the tour assigned through

seamless and smooth coordination with respective country and client organizers.

c) To submit a detail report on each tour escorted within seventy two hours from return.

d) To ensure safe keeping and proper accounting of all tour related foreign exchange collected and entrusted to the tour manager.

e) To encourage proper scheduling and deploy safety of passengers on the tour assigned.

**5)** **Worked with FIRST SOURCE SOLUTIONS L.T.D as a Customer Service associate from 26th July 2010 till 7th March 2011**

**Job Responsibilities Handled**

a) Responsible for payment collection and overdue balances from customers.

b) Encourage payment transactions through Credit cards.

c) Maintain high level of standards through optimal delivery on quality of transactions.

d) Target oriented with good output on productivity.

**6) Worked with P & O Princess cruises, as a Bar steward from April 16th, 2004 till February 2010**.

**Job Responsibilities Handled**

1. To be familiar with the preparation of garnishes and juices for bar use.
2. To ensure all drinks, which are served, to passengers and shipboard employees are charged to and signed for by the individual requesting the drink.
3. To make sure the presentation and preparation of cocktail and beverage products is to the appropriate level as per the guests requirements
4. Responsible for superior services at the restaurant and bar on the cruise.
5. Managing inventory and control of cash flow at the bar.

**7) Worked with J. W. Marriott, as an F & B Banqueting steward from July 29th, 2003 to April 30th, 2004.**

**Job Responsibilities Handled**

1. Attending to all banqueting functions including all weddings, parties and conferences.
2. Responsible for extremely high class F & B service at conferences.
3. Ensure smooth coordination with kitchen and other service staff by effective planning within the team.

**INTEREST:** Gardening, computers and playing outdoor games.

**Signature**

**Date:**