

# STEVE MATHEW

Logistics and Supply chain management Supervisor

**Address** Abu Dhabi, United Arab

Emirates 51133

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Proven Assistant Manager with a track record at DTDC Express, enhancing service efficiency and customer satisfaction. Expert in Transportation and Inventory Management, I excel in fostering team relationships and resolving issues swiftly.



## Skills



Transportation Management



Inventory / Warehouse Management



Customer Relations



## Work History



### Jun 2023 - Assistant Manager

May 2024

*DTDC Express, Kerala, India*

- Optimized scheduling to ensure adequate staffing during peak hours, improving service efficiency.
- Improved customer satisfaction by addressing and resolving complaints promptly.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Developed detailed plans based on broad guidance and direction.



### Dec 2022 - Assistant Manager

May 2023

*Ashokam Resort, Varkalan, Kerala, India*

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Improved customer satisfaction by addressing and resolving complaints promptly.
- Developed strong working relationships with staff, fostering a positive work environment.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.

- Managed inventory levels to minimize stockouts while reducing overhead costs.



## Education

**Jun 2024      BBA: Bachelor of Business Administration**

*Rabindranath Tagore University*

Result Expected in December 2024

**Mar 2024      Diploma: Diploma in Logistics And Supply Chain Management**

*Transglobe Academy - Kerala, India*

Certified and accredited by ATHE, STED and ISC

**Apr 2018      High School Diploma**

*MES Raja Residential School - Kerala, India*



## Personal Details

**Date of Birth:** 28/05/2001

**Marital Status:** Single

**Passport:** X9017436

**Nationality:** Indian

**Visa Status:** Visit visa

**Other:** Passport Validity : 05-06-2023 to 04-06-2033  
Place of Issuance : Kozhikode



## Affiliations

Scientific and Education Development Council  
Awards for Training and Higher Education



## Languages

English

Upper intermediate (B2)

Malayalam

Bilingual or Proficient (C2)

Hindi

Upper intermediate (B2)