

TERRY MATHEW

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Experienced in identifying and resolving software issues to ensure seamless User Experience. Consistently focused on maintaining high standards of quality through thorough testing and collaboration with development teams. Enthusiastic about leveraging analytical skills and attention to detail to improve product reliability.

EXPERIENCE

OCT 2023 – TILL DATE

QA Tester (Manual), COFORGE- WORKING FOR FLYDUBAI (ONSITE)

- Delivering quality customer & user experience working closely with Ecommerce, Reservations, and Airports business teams.
- Participated in sprint planning and review meetings, providing valuable feedback from a QA perspective.
- Liaised with project managers to stay updated on deadlines and priorities, ensuring timely completion of testing phases.
- Designed detailed test plans, scenarios, and cases based on project specifications and user requirements.
- Supported new team members by providing training and mentorship on testing best practices and company procedures.
- Advocated for the end-user, ensuring that all software releases met high usability and quality standards.
- Documented test outcomes, reporting bugs and defects accurately in the issue tracking system for timely resolution.
- Conducted comprehensive manual testing on software applications to identify bugs and ensure compliance with quality standards.
- Prioritized test activities based on project requirements and deadlines, efficiently managing workload.
- Worked closely with cross-functional teams, fostering a collaborative environment to achieve project objectives.
- Facilitated user acceptance testing sessions, guiding users through test scenarios and gathering feedback for development teams.

MAY 2022 – APR 2023

QA Tester (Manual), COFORGE - WORKING FOR FLYDUBAI (ONSITE)

- Reviewed software documentation, including requirements and design specifications, to ensure test coverage.
- Maintained a test library, updating test cases and scenarios to reflect evolving product features.

- Performed cross-browser compatibility tests to ensure consistent user experience across multiple platforms.
- Analyzed user feedback to identify potential areas for improvement in software usability and functionality.
- Monitored application performance under different environments, reporting critical issues for immediate resolution.
- Managed time effectively to meet tight deadlines without compromising on the quality of testing.
- Participated in agile sprints, providing QA insights and feedback to improve development practices.
- Provided detailed reports on test activities, outcomes, and metrics to inform stakeholders of QA progress.
- Analyzed user stories to communicate product feature and gain understanding of user preferences and functionality.
- Assessed user feedback post-release to identify areas for improvement in future updates.
- Collaborated with development teams to troubleshoot issues and refine product quality.
- Coordinated with project managers to prioritize testing activities according to project timelines.

NOVEMBER 2021 – FEBRUARY 2022

CUSTOMER SERVICES AGENT, QATAR AIRWAYS - FULL TIME

- Respond to customer queries over the telephone, email, fax, web chat, social media
- Maintain and generate reports as required
- Sell, up-sell and cross-sell Qatar airways products and services to the customer
- Complete fraud prevention checks
- Make outbound calls to customers to provide information as and when it is required
- Built rapport with customers through courteous and professional communications.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.

AUGUST 2019 – DECEMBER 2020

CUSTOMER SERVICE OFFICER, INDIGO - FULL TIME

- Supported passengers during flight cancellations or delays, arranging for accommodations and alternative travel arrangements.
- Managed check-in process for passengers, issuing boarding passes and allocating seats according to preferences.
- Handled baggage discrepancies, working with baggage handling team to locate missing items and update passengers.
- Assisted in the training of new staff, sharing knowledge and best practices for superior customer service.

- Facilitated smooth boarding process, prioritizing assistance for passengers with disabilities and families with young children.
- Resolved passenger complaints regarding flight bookings and luggage issues, offering swift and satisfactory solutions.
- Compiled daily reports on customer feedback, identifying trends and areas for improvement in service delivery.
- Coordinated with ground and flight crew to relay important messages and updates, ensuring seamless operations.
- Provided detailed information on flight schedules, delays, and gate changes, maintaining open communication with passengers.
- Maintained up-to-date knowledge of airline policies and procedures, ensuring accurate information is provided to passengers.

EDUCATION

MAY 2019

MASTER OF BUSINESS ADMINISTRATION (AVIATION),

EMBRY RIDDLE AERONAUTICAL UNIVERSITY

Cumulative GPA: 4.00; Major GPA: 4.00

- Graduated with a Distinction
- **Relevant Coursework:** Managerial Accounting for Decision Making, Managerial Finance, International Business Administration, Investments, Strategic Marketing Management in Aviation, Business Policy & Decision Making, Business Research Methods, Advanced Aviation Economics, Air Carrier Passenger & Cargo Management, Global Logistics & Supply Chain Management, Airport Management, Production & Procurement in the Aviation/Aerospace Industry
- **Key Projects:** A theoretical discussion of the factors leading to the creation of the ASEAN Open Skies Agreement, Use of social media in Airline Crisis Management, Key factors that influence repurchase intention for Passengers traveling through Low cost carriers, E-Freight: An Unique Initiative That Can Completely Transform The Air Cargo Industry.

MAY 2018

BACHELOR OF BUSINESS ADMINISTRATION (FINANCE & ACCOUNTANCY),

CHRIST UNIVERSITY, BANGALORE

Relevant Coursework: Business Economics, Business Management, Cost Accounting, Financial Accounting, Business Maths And Statistics, Marketing Management, Business Law, Indian Financial System, Human Resources Management, Global Law, Financial Accounting II, Banking Theory Law & Practice, Organisational Behaviour, E-Commerce, Corporate Law, EXIM Trade And Forex Management, Business Communication & Interpersonal Skills, Auditing, Business Analysis, Financial Reporting, Taxation, Corporate

Governance Risk & Ethics, Financial Management, Insurance Management, Corporate Reporting, Advanced Financial Management, Advanced Performance Management.

Key Projects: Professional Business Plan

MAY 2015

HIGHER SECONDARY (10+2)

THE MILLENNIUM SCHOOL, DUBAI

SKILLS

- Aviation Domain Knowledge
- Software development lifecycle understanding
- Stakeholder communication
- Business acumen
- Analytical Thinking
- Analytical thinking
- Agile Methodology Familiarity
- Ability to work independently and in a team-oriented.
- Decision Making
- Results-Oriented Approach

KEY PROJECTS:

- Travel Agent (TA) Portal Revamp – Phase 2
- TA Portal Dashboard
- Online Check-in (OLCI) Self Check-out Project
- New Home Page
- Currently leading the OLCI Channel and supporting Web/Mobile App/Content Teams.
- Business Class Check-in Lounge
- Google Analytics (GA4) Migration Project
- OLCI Enhancements
- Other Projects Primarily from Ecommerce/Airports/Reservations Business Teams

CERTIFICATIONS

- Passenger Ground Services (IATA)
- Getting started as a Business Analyst (LinkedIn Certification)
- SAP-01

HOBBIES & INTEREST

- Traveling & Meeting new people
- Photography
- Mentoring
- World Politics
- Embracing new cultures

ACCOMPLISHMENTS AND AWARDS

- Customer Service Champion Award (2020)
- Customer First Award (2019)
- Fab Debutant Award (2019)
- Delivered Critical Projects on time without Compromise on Quality (May 2022 – Till date)

LANGUAGES

- English
- Hindi
- Malayalam