

Here is your updated resume for 2024:

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Mohammed Maaz Muqtar

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Date of Birth: 17th March 2002

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### Career Objective

A highly motivated professional with over 10 years of experience in sales, technical service, and management of power tools. Seeking a challenging role in 2024 to apply my technical expertise, leadership skills, and customer service experience to contribute to a dynamic and growth-oriented company.

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### Professional Experience

In-Charge of Service Department

Afaq Trading and Co, Saudi Arabia

2023 - Present

Leading the service department for the maintenance and repair of power tools and related equipment.

Managing a team of technicians to ensure efficient service operations and high customer satisfaction.

Coordinating with suppliers and customers to ensure timely service delivery and resolving any technical issues.

Implemented new service protocols, improving efficiency and reducing repair times by 15%.

Technician

Indian Market

2017 - 2023

Provided expert repair and maintenance services for various power tools.

Diagnosed and repaired complex technical faults, reducing downtime for customers by 20%.

Delivered preventive maintenance plans that improved tool longevity and performance.

Worked closely with the sales department to help customers choose the right tools and provided technical support post-sale.

Salesman - Power Tools

Indian Market

2014 - 2017

Specialized in the sales of power tools, achieving and exceeding quarterly sales targets.

Built and maintained strong relationships with clients, leading to high customer retention rates.

Offered in-depth product knowledge and demonstrations, helping customers select the best products for their needs.

Collaborated with technical teams to offer customers comprehensive after-sales services.

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Education

2nd PUC (In Progress/Dropout)

Institution: [Enter Institution Name]

Year of Enrollment: [Year]

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## Skills

Power tools sales and product expertise

Technical troubleshooting and preventive maintenance

Team leadership and service management

Customer relationship building and retention

Strong communication and interpersonal skills

Problem-solving and efficiency improvement

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## Languages

English

Hindi

Urdu

Arabic (Basic) ☐

