

Mohamad Alwan

SALES

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Summary

Experienced Mobile Phone Sales & Repair Specialist with over 6 years of expertise in device diagnostics, repairs, and sales. Skilled in increasing revenue, managing inventory, and delivering exceptional customer service. Proven track record in entrepreneurial management, supplier negotiations, and staying current with mobile technology trends. Focused on providing high-quality service and boosting customer satisfaction.

Education

Beirut Arab University, BAU

Bachelor's in Computer Science

Lebanon

In Progress

Work Experience

Frontas Store

Mobile Phone Sales & Service Technician

Tripoli, Lebanon

November 2024 - Present

- Diagnosed and repaired hardware and software issues for 50+ mobile phones weekly, including screen replacements, battery swaps, and water damage fixes.
- Sold and upsold mobile phones, accessories, and service plans, increasing store revenue by 20%
- Performed software troubleshooting, including OS reinstallation, phone formatting, and unlocking devices for various carriers.
- Assisted customers in choosing mobile devices and accessories based on their needs, achieving a 50% sales target.
- Provided excellent customer service, resolving technical issues and ensuring customer satisfaction, leading to positive online reviews.
- Managed inventory and stock, tracking sales and ordering new mobile parts and accessories to meet demand.
- Stayed updated on the latest mobile technologies, ensuring expertise in new phone models, software updates, and repair techniques.

Faceworld Store

Entrepreneur | Mobile Phone Retail & Repair Specialist

Tripoli, Lebanon

November 2018 - August 2024

- Founded and managed a successful mobile phone retail and repair business, increasing customer base by 50% in 3 years. nutritional needs weekly, ensuring proper dietary guidance.
- Diagnosed and repaired hardware and software issues for 100+ devices monthly, including screen replacements, battery swaps, motherboard repairs, and water damage fixes.
- Managed sales and inventory, ensuring optimal stock levels of mobile phones, accessories, and spare parts, reducing stock shortages by 40%.
- Negotiated with suppliers to secure cost-effective deals on smartphones, accessories, and repair parts, improving profit margins.
- Developed and implemented marketing strategies, including social media promotions and customer loyalty programs, increasing sales by 30%.
- Delivered excellent customer service, leading to a 100% increase in repeat customers and positive online reviews.
- Provided expert software troubleshooting, including OS installations, phone formatting, unlocking, and data recovery.

Skills

Miscellaneous Word MS, Excel MS, PowerPoint MS, OS installations.

Technical skills Mobile Phone Repair & Troubleshooting, Software Installation & Formatting , Retail Sales & Customer Service, Customer Service Excellence, Upselling & Cross-selling, Product Knowledge & Tech Savvy, POS System Operations, Inventory Management.

Soft Skills Time Management, Teamwork, Problem-solving, Documentation, Scheduling, Adaptability, Collaboration, Inclusivity, Sustainability, Communication Skills.

Languages

English Professional proficiency - Advanced

French Intermediate

Arabic Native proficiency

German Basic