

JAMSHAD V P



☎ | +974 33969740, +91 8086530557

✉ | jamshadpaleri.jp@gmail.com

📍 | Doha, Qatar

ABOUT ME

Experienced Mobile Technician and Sales Professional with over 8 years of expertise in mobile device repair, sales, and customer relationship management. Proven ability to diagnose technical issues, boost retail sales, and ensure customer satisfaction through excellent service, product knowledge, and after-sales support in fast-paced retail environments.

EDUCATION

SSLC

Board of Public Examination, Kerala

Plus two

HSE Board of Kerala

Mobile Technology

Amis Mobile Institute, Kerala, India

WORK EXPERIENCE

Mobile Technician & Salesman | 2021 - Present

01 Mall, Doha, Qatar

- Provided end-to-end support for mobile device repairs, including software flashing and unlocking.
- Delivered technical demonstrations and product explanations to increase customer understanding and satisfaction.
- Supervised daily operations of the mobile store kiosk within the mall, ensuring cleanliness and professional presentation.
- Conducted device testing and quality checks before and after repairs

CORE COMPETENCIES

- Mobile Device Troubleshooting
- Hardware and Software Repair
- Smartphone Diagnostics
- Customer Relationship Management
- In-store Sales Expertise
- Technical Support
- Inventory Management
- Product Knowledge
- Upselling and Cross-selling
- Team Collaboration

COMPUTER SKILLS

- Basic Computer Knowledge
- Ms Office Word

LANGUAGES KNOWN

- English
- Hindi
- Arabic
- Malayalam

- Handled warranty claims and coordinated with suppliers for defective products.
- Participated in promotional campaigns and seasonal sales activities to drive foot traffic and increase brand visibility.
- Built and retained a loyal customer base through reliable service and follow-up support.

Mobile Technician & Salesman | Duration: 2 Years

4G Mobiles, Isa Town, Bahrain

- Repaired and serviced mobile devices, focusing on accuracy, efficiency, and quality.
- Assisted walk-in customers with technical inquiries and offered practical solutions.
- Promoted and upsold accessories, gadgets, and service plans to increase store revenue.
- Maintained repair logs and inventory reports to ensure stock availability.
- Stayed updated with new mobile technologies and repair techniques to improve service quality.
- Trained new staff on product knowledge and customer handling procedures.

Mobile Technician & Salesman | Duration: 2 Years

AL Jowder Mobiles, Budaiya, Bahrain

- Diagnosed and repaired hardware and software issues for a wide range of smartphones and tablets.
- Performed component-level repairs, including screen, battery, charging port, and camera replacements.
- Guided customers in selecting mobile phones, accessories, and service plans according to their needs.
- Managed daily sales transactions, invoicing, and cash handling.
- Ensured proper display and organization of products to enhance the customer shopping experience.
- Built strong customer relationships through excellent service and technical support.

PERSONAL SKILLS

COMMUNICATION

Interpersonal skills – verbal, problem solving and listening skills in any administrative role.

ORGANIZATION

Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management

MANAGEMENT

Management skills to direct others and review others performance

PERSONAL DETAILS

Nationality	: Indian
Date of Birth	: 31th July 1993
Gender	: Male
Marital Status	: Married
Passport No	: W7546245
Date of Expiry	: 07/12/2032

DRIVING LICENSE

Qatar :- Issue date – 03/12/2024
Validity - 02/12/2029

Indian :- Issue date – 07/12/2012
Validity – 06/12/2032