



Email
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Address
Malik Bin Anas St. Al Luqta

Phone
(+974)33133067

Date of birth
1996-08-25

Nationality
Indian



Skills

Decision Making, Time Management, Self-motivation, Problem identification, Cash handling

Sales

Problem-Solving

Communication

Customer service



Languages

English, Arabic

Hindi, Tamil, Malayalam

Safwan Ahammed Thaledoty

Mobile Sales/Repair Technician

- With 9 years of experience in sales and customer relationship.
- A highly organized and hard-working individual looking for a responsible position to gain practical experience. while making a significant contribution to the success of the company.
- To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Experience

Mobile Sales/Repair Technician

Clear Mobile Trading & Service Doha, Qatar

Jan 2022 – Present

- Identify operating problems
- Performed diagnosis and repairs as needed.
- Discuss products, services and costs, include accurate technical information.
- Replace damaged parts and components.
- Must also complete quality repairs on time to satisfy the customer needs.
- Prepare detailed repair estimates for customers.
- Solve and respond to customer requests, complaints and after-sales services.
- Assist with purchases paying attention to each individual needs.
- Accept payments for accounts.

Mobile Sales/Repair Technician

Al Anees Doha Qatar

May 2017 – Aug 2021

- Troubleshoot, Identify operating problems.
- Prepare detailed repair estimates for customers.
- discuss products, services and costs, include accurate technical.
- Disassemble, Deconstruct mobile devices in order to analyse faults,
- Repair, Replace parts of all mobile devices.
- Keep the highest possible customer service and make sure that the customer service is at all times performed in a professional way.
- Keep both soft and hard copy records of all repairs including information on the parts and materials used, etc.
- Also advise the clients on warranty issues and recommend products.
- Accept payments for accounts .

Mobile Repair Technician

BRITCO AND BRIDCO New Delhi, India

Mar 2015 – Nov 2016

- Repair, run tests to assess the mobile phones' functionality.
- Provide customer information related to repairs.
- Disassemble, Deconstruct mobile devices in order to analyse faults,
- Install and update phone software.
- Repair, Replace parts and repair faults of mobile phones, tablets, ipads and other small mobile devices
- Troubleshoot wiring problems, and replace damaged parts and components
- such as batteries, LCD screens, keypads, buttons.
- Help customers or participants feel at ease and support special requirements.

Education

Higher Secondary Graduation

Mankada, Pallippuram India

2011 – 2015

Achievements

Al Anees Express Service

Year 2018-2019
Best Mobile Sales/Repair Technician of the year

Certifications & Courses

Diploma in Smartphone & Tablet PC Engineering with B+ Grade.

Year 2015-2016
Britco Research Institute of Digital Communication Organizing Pvt.Itd