Michael Michael.367599@2freemail.com

Customer Care & Electronics Specialist

***Trainings, Certificates and Seminars:***

**Apple Product Professional (AST0)**

Year: **2014**

Course:**Apple Sales Training Online**

**LIBRATONE**

Year: **2014**

Course:**LIBRATONE Sales Certified**

**BEATS**

BY DR. DRE MONSTER AUDIO

Year: **March 2014**

Course:**Product Training Online**

**Reading Body Language**

As a Sales Tool

Year: **April 13, 2014**

**Apple Product Professional (AST0)**

Year: **2013**

Course:**Apple Sales Training Online**

**SONY Vaio Specialist**

Year: **2013**

Course: **FY’ 13 Summer Line up**

**Selling Smarter**

Year: **November 06, 2013**

**Communication Strategies**

Year: **June 17 and 18, 2013**

**SONY Vaio Specialist**

Year: **2012**

Course: **FY’ 12 Summer Line up**

**CISCO**

Year: **April 27, 2011**

Course: **Basic Networking****Technology**



Summary

8 years in customer service and sales industry with solid background of computer technology, including, software installation, configuration, maintenance, and troubleshooting any varieties of branded and innovated computers, laptops, printers.

Knowledgeable on configuring routers, access point, ADSL gateway, modem, range expanders, network extenders, 4G modem, and different kinds of brands, plus Bluetooth and NFC devices.

Work History

Nov 19, 2014 - **SALESMAN ELECTRONICS**

 March 12, 2017 UNITED ELECTRONICS COMPANY (Extra Stores)

 Al Khobar, Kingdom of Saudi Arabia

* Focused on providing customers with assistance in handling their electronics purchasing needs, through effective selling skills.
* Well-versed in creating and maintaining a meaningful liaison between customers and company to maximize business opportunities.
* Documented success in providing expert guidance and stellar services to customers with the aim of retaining them.
* Responsible for obtaining profitable results through the sales by developing the team through motivation, skills development and product knowledge development.

Jul 14, 2011 -  **SALES REPRESENTATIVE**

Apr 28, 2014 DARWISH HOLDING INC. (Modern Home)

 Doha, Qatar

 Electronics Department

**SONY PRODUCTS and Multi Brands**

51 East Department Store

* *Carry on their assigned duties with full responsibilities.*
* *Abide by the company’s codes, policies and procedures.*
* *Always, be attentive to details.*
* *Respect and cooperate with other employees and management to achieve company’s goals.*
* *Report any mishap or wrongdoing to their immediate supervisor/manager.*
* *Communicate with their supervisor/manager any suggestion to improve the business.*
* *Never, circulate a company activity or event before its due date.*
* *Work always on improving their skills by utilizing available tools.*
* *Provide ultimate customer satisfaction whether in sales, after-sale or service.*

Oct 07, 2008 - **IT Sales Technical/ IT Function**

Jul 10, 2011 Octagon Computer Superstore

 SM City Laguna, Philippines

* *Good experience of selling the systems, software/ networking solutions to the Big Enterprise i.e. Banking & Finance or Government or Manufacturing or Telecom / Services Providers etc.*
* *Demonstrating Products.*

***Educational Background:***

**Adventist Technological Institute**

Misamis Occidental, Philippines

School year**: 2005 – 2007**

Course: **Computer System Technician Working Student**

* *Helping customers understand features of software packages.*
* *Advising customer on the care of purchased goods.*
* *Arranging deliveries.*
* *Stacking and displaying items in store.*
* *Doing daily reports on related store issues.*
* *Doing monthly inventory to assure the accuracy of stocks.*
* *Responsible in decision making in terms of after sales, exchanging/ returns.*
* *Assisting customers for all their needs inside the showroom.*
* *Liable in preparing the machines/ equipment such as laptops, desktops, projectors, printers, monitors, etc.*
* *Handling like branded units like HP laptops and netbooks, Desktops, All in one touch, printers, scanners and LCDs; Acer, LG, Dell Desktops, laptops and netbook, Fujitsu, Sony, Toshiba, Samsung, Asus; Canon printers and scanner; Multi-media Projectors Acer, Epson and Toshiba.*
* *Performs demonstration/troubleshooting of all equipment/ network products before purchasing by the clients/ customers or upon request.*
* *Providing basic Technical advice and solutions.*
* *Performs the duty of a Technical support.*