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**IMRAN**

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| **PROFILE SUMMARY** |

* With over 14 years track record of excelling in Mobile Phones & Pc Troubleshooting, Customer Service and selling techniques.
* Possess good interpersonal and communication skills and strong ability to interact professionally with internal colleagues and clients.
* Proven loyalty to a specific position and company

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| **CORE COMPETENCIES** |

* Excellent hand-eye coordination and ability to perform small repairs
* Capable of following instructions reading diagrams and carrying out tasks
* Capable of working independently or with a team
* Exceptional knowledge of cell phone operating systems and features
* Available to work a variety of hours including nights and weekends
* In-depth knowledge of different models of cell phones both old and new

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| **ACADEMIC BACKGROUND** |

* **AL-KHAIR UNIVERSITY, ISLAMABAD. PAKISTAN**
* Bachelor of Computer Science
* March 2001- April 2003
* **FEDERAL GOVT COLLEGE FOR MEN, F10/4, ISLAMABAD, PAKISTAN**
* Faculty of Science (F.sc)
* March 1996 – April 1999

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| **EMPLOYMENT HISTORY** |

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| **Company: MATRIX TECHNOLOGY PHONE(Nov 2016 – Present)**  **Company Address: Mushrif Mall, Abu Dhabi, UAE.** | |
| **Sales/Cell Phone Software & Hardware Technician** | **Job Description:**   * Maximum repairing ability in mobile phones levels from **level 3** & **level 4.** level4. * **SMD’s, BGA Modules** in addition leadless components for finding in **level 3** with easy to understand **Schematic** of all mobile phones**.** * **Professional experience** in mobile Phone **Hardware** repair, unlocking & software. * **Repair all brands of cell phones**, such as: **IPhone, Tablet, Samsung, LG, HTC, Nokia, Chinese mobile etc.** * **Professional knowledge** in the telecommunication technology, GSM, WCDMA, GPRS, GPS, 2G, 3G & LTE. * Discussed with client and documented problems concerning cellphone unit * Performed high quality repairs and refurbishment of electronic devices: phones/tablets/laptops/desktops/servers/ etc. * Working with **LASER MARKING MACHINE** which engrave pictures and names on all kinds of metal. * Expand new client relationships and existing customer relationships while providing cell phone repairs. |
| **COMPANY NAME: Al IZZA MOBILE ( Jan 2013- Oct 2016)**  **Company Address: Madeena Zayed, Abu Dhabi, UAE.**  Owned and managed daily operations of retail business providing mobile phones, accessories & repairing Followed general format and guidelines of corporation while incorporating specific business strategies and promotions to attract customer base. | |
| **Self Employed** | **Duties:**   * Maximum repairing ability in mobile phones levels from **level 3** & **level 4**. * **Professional experience** in mobile Phone **Hardware repair**, unlocking & software. * Professional knowledge in the telecommunication technology, GSM, WCDMA, GPRS, GPS, 2G & 3G. * **Repair all brands of cell phones**, such as: **IPhone, Tablet, Samsung, LG, HTC, Nokia, Chinese mobile etc.** * Also deals in computer and **laptop** trouble-shooting, software & technical repair. * Opened, disassembled, repaired, replaced parts, and reassembled units when done. * Tested repaired units and advised clients when they could retrieve their units * Create and maintain business relationships with distributors such as Techmart, Ashtel & AMT. |
| **Company: MOBILE STORE (Jan 2009 to Dec 2012)**  **Company Address: Defense Road, Abu Dhabi, UAE** | |
| **Cell Phone Software & Hardware**  **Technician** | **Job Description:**   * Serving as a mobile **software & hardware engineer**. * **Repair all brands of cell phones**, such as: **IPhone, Tablet, Samsung, LG, HTC, Nokia, Chinese mobile etc.** * Mobile phones applications, update software & unlocking. * Maintaining and developing relationships with existing customers via meetings, telephone calls and emails. * Professional knowledge in the telecommunication technology, GSM, WCDMA, GPRS, GPS, 2G & 3G. * Providing support of IT hardware, software * Also have knowledge of company’s quality product. * Optimum trouble shooting and problem solving abilities developed * Managing the email system and ensuring the appropriate level of anti-virus protection. * Creating Customers Loyalty. |

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| **PROFESSIONAL TRAININGS & SEMINARS ATTENDED** |

* NOKIA Seminar & Training Feb 2005(Pearl Continental Hotel Bhurban, PAKISTAN)
* SAMSUNG Seminar & Training Sept 2006( Holiday Inn Hotel Islamabad, PAKISTAN)

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| **PERSONAL INFORMATION** |

Complete Name: IMRAN

Civil Status: MARRIED

Age & Date of Birth: 38 years old / April 18, 1979

Gender & Height: Male / 5’8

Nationality: Pakistani

Languages: English (Business Level), Arabic (Speaking), Urdu (Native)

License: UAE international driving license

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| **COMPUTER & EXTRA SKILLS** |

* Laser Engraving Marking Machine
* Accounting
* MS office Applications Expert
* LANs, Networking
* Computer Hardware & Internet.
* Adobe Photoshop, Adobe Premiere, Coral Draw
* Strong knowledge of Window 7.
* Install and Operate Windows Software.
* Good English Typing Speed.

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| **SALARY EXPECTATION AND AVAILABILITY** |

Expected Salary: As per my experience / or negotiable

Availability: To be discussed

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| **CHARACTER & EMPLOYMENT REFERENCES** |

Available upon Request