**Gerald**

Technical Support Assistant

**Gerald.381648@2freemail.com**



**Summary:**

**Technical Support Assistant**

Mobile phone Technician with experience in mobile device assembling; repairing; troubleshooting; and soldering. Knowledgeable in SAMSUNG smartphones and tablets and OPPO smartphones.

Competent on verifying PCB layout in conformity with the schematic diagram. Clean PCB based on standard procedures. Test and visually inspect the functionality of the PCB. Mount and Solder electronic components. Apply soldering and/or de-soldering techniques and procedures. Check soldering products.

**Position Desired**: Mobile technician.

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**Work Experience**

 **SAMSUNG authorized Service Center** May 14, 2014 – December 31, 2014

 **Jan BC Mobile.**  Mobile phone Technician L1, L2, Chip Level

4th floor, Cyberzone, Mega B,

SM Megamall, Mandaluyong City, Philippines

* Exposure to multiple repair platforms requiring advanced soldering and the use of soldering equipment.
* Provide technical support by trouble-shooting and repairing cell phones and all other devices
* Responsible for getting repair orders done efficiently and in timely manner

**Philippine OPPO Mobile** September 7, 2015 – May 10, 2018

**Technology Corporation** Technical Support Assistant L1, L2

Lower G/F, Cyberzone, SM Manila,

 Manila City, Philippines

**Training attended: Customer service technical training: September 29, 2016**

**Certified smartphone specialist: August 25, 2017**

* Responsible for ensuring customer satisfaction and filling orders

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**Cherry Mobile Phone Repair. June, 2018 to September 2018**

J20, DAFZA, Dubai, UAE. Iphone refurbishing Company

Iphone 6 to 8s plus

* Performed high quality repairs and refurbishment of electronic devices: phones/tablets/laptops/desktops/servers/ etc.

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**Education:**

**Don Bosco Technical College** June 2013 – September 2014

**Industrial Electronics** Graduate

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**Technological College of the Philippines** June 2007 – October 2010

**Bachelor of Science in Civil Engineering**  Undergraduate

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**Special Skills:**

Able to read diagram required for the repair and verify repair maintenance history to avoid taking too much turn around time for the convenience of the customer. Test devices according to the standard procedures. Undertake final quality inspection to avoid repeated repair. Check and diagnose the unit with the use of appropriate technical tools. Check and isolate circuits. Explain and identify faults and explicate it to the

**Personal information:**

Birth date: August 25, 1990. 27 years old. Weight: 77kg

Height: 178 cm. Body build: Normal

Complexion: Brown