**AMARA**



**Brief description**

Email:[amara-383351@gulfjobseeker.com](mailto:amara-383351@gulfjobseeker.com)

Current Address: **Dubai**, United Arab Emirates

**Objective**



Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.



**Personal Profile**

An intelligent and articulate individual who not only exhibits a high level of professionalism, but is also passionate about provide outstanding customer service. I am more than confident that I will be able to manage customer expectations and communication. Have a strong general interest in IT & Sales and who can express ideas and information clearly & concisely.

As a confident individual I can work effectively within a changing environment and able to modify my behavioral style and approach in order to achieve results.

**General Skills**



* Highly experienced in seeking our customers within assigned areas and offering advice and assistance.
* Effectively able to provide customers with information on offered / available products and services in accordance with the company’s protocols and procedures.
* Demonstrated ability to identify customers’ specific needs and desires by engaging them in conversation, and then ensuring that those needs are fulfilled.
* Deep familiarity with handling product demonstrations, in a bid to help customers make informed buying decisions.
* Effectively able to lead customers through the payment procedure, ensuring that both credit card and cash transactions are accurately carried out.
* Documented success in providing returning customers with high quality after sales services while remaining within the parameters of company policy.

**Work History**



**Computer / IT Technician**

2016/Present- Gambia

**Job Profile**

* Diagnose and repair desktops, laptops and peripheral devices
* Perform installation, diagnosis and repair of all computers
* Troubleshoot computer hardware and software
* Take apart and re-assemble computer systems as required
* Resolve network issues as and when required
* Manually set up computer systems
* Perform preventive maintenance by installing prudent software and hardware

**Key skills- IT Technician**

1. Excellent knowledge of computer configuration, hardware, and software o Experience in installing, repairing, and maintaining computer equipment o Skilled at maintaining records of the repairing work and tracking inventory

o Familiar with the basic accountancy principles and data management functions o Skilled in testing, identifying, and fixing problems in computers

o Excellent knowledge of desktop, notebook, and printer components o Strong analytical, problem-solving, and troubleshooting skills

**Sales Associate- Computer/ IT Products**

2014-16- Gambia

**Duties**

* Greet customers as they enter the computers section of Best Buy
* Ask questions to determine their interest in buying computers and tablets
* Inquire what specifications they require on the computer that they want to buy
* Suggest possible solutions for desktops and laptops, after determining customers’ budget
* Explain each suggested model’s features and benefits
* Operate computer to provide customers with information on “feel” and “look” of the machine
* Handle product demonstrations and answer correlating questions
* Assist customers in choosing the right machine according to their specific needs

**Security Staff**

2013/14-Security Company

**Duties**

* Providing a visible onsite security and deterrent presence.
* Watching out for, reporting and dealing with suspicious or unusual activity.
* Patrolling & monitoring the shop floor, general building and outside car park.
* Dealing with hostile customers and escorting them from the building.
* Apprehending and detaining suspected shoplifters until the arrival of the police.
* Meeting and greeting official visitors.
* Locking up premises and making sure those doors, windows and gates are secured.
* Completing fire alarm and health and safety checks.
* Monitoring and authorizing entrance and departure of employees & visitors.
* Dealing with emergencies as they arise.
* Answering telephone calls and providing information during non-business hours.
* Reporting any incidents of concern to the store managers.
* Responsible for monitoring and operating CCTV cameras and Alarm Systems.
* Assisting in administering first aid and reporting accident.
* Responding in a timely manner to alarms that have been set off.

**Education /Academic**



**2010-2012-** Certification / Diploma in Information Technology, Quantum Institute of Technology

**2008-2010**- Completed High School, Muslim Senior Secondary School

**2006-2008**- Completed Secondary School Certificate

**Personal Profile**



Name:

Nationality:

Date of Birth:

Language:

Amara

Gambian

06/05/1994

English

**Reference**: Provide on request