

# JAYANTHA MALLAM

## MOBILE TECHNICIAN & CUSTOMER MANAGEMENT EXECUTIVE



### PERSONAL DETAILS

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Email Id Jayanthamallam40@gmail.com  
Address Dubai  
Nationality Indian  
D.O.B 30/05/1996  
Gender Male  
Passport No U 6563130  
Date of Expiry 21/1/2030

### KEY SKILLS

Mobile Device Repair

Troubleshooting

Customer Service Excellence

Device Testing & Quality Assurance

Inventory Management

Technical Support

Communication & Documentation

Repair Process Management

Store keeping mobile accessories

### CERTIFICATION

SMARTPHONE AND TABLET PC – ENGINEERING  
- BRITCO AND BRIDCO

### CAREER OBJECTIVE

Highly motivated and skilled professional with extensive experience in mobile device repair and customer management, seeking a challenging role as a Mobile Technician or Customer Management Executive. Adept at diagnosing and repairing mobile devices, providing technical support, and ensuring customer satisfaction. Proven ability to troubleshoot hardware and software issues, manage inventory, and deliver exceptional customer service. Looking to leverage my technical expertise and strong communication skills to contribute to a dynamic team and drive business growth, while ensuring optimal device performance and customer loyalty.

### EDUCATIONS

2019	<b>ADVANCED DIPLOMA IN SMARTPHONE AND TABLET PC - ENGINEERING</b> Britco and Bridco
2014	<b>INFORMATION TECHNOLOGY</b> Industrial Training institute Kasaragod, Kerala, India
2014	<b>PLUS TWO</b> Board of Higher Secondary Examination, Kerala
2012	<b>SSLC</b> Board of Public Examination, Kerala

### EXPERIENCE

- **MOBILE SERVICE AND SALESPERSON | Nov 2022 – Present MYG TECHNOLOGY, DUBAI**
  - Assisting customers in selecting and recommending mobile devices and accessories based on their needs.
  - Providing excellent service and addressing inquiries to ensure customer satisfaction.
  - Meeting sales goals for mobile devices and accessories.
  - Demonstrating device features to potential customers.
  - Diagnosing and repairing mobile devices or arranging for service.
  - Managing stock levels and assisting with stock replenishment.
  - Troubleshooting mobile device software and hardware issues.
  - Processing payments and generating receipts.
  - Keeping up-to-date on the latest mobile technologies.
  - After-Sales Support: Handling customer concerns, returns, and warranty issues.
- **MOBILE TECHNICIAN | Jan 2019 – Sept 2021 CELLPOINT, KARNATAKA, INDIA**
- **MOBILE TECHNICIAN | July 2016 – Dec 2018 BRITCO AND BRIDCO, KANHAGAD, INDIA**

## LANGUAGES KNOWN

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- English
- Kannada
- Malayalam
- Hindi
- Tamil

## COMPUTER SKILLS

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- MS Office
- Internet Browsing
- G-Mail
- POS software

## HOBBIES

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- Cricket
- Movies
- Travel

- Diagnosing and repairing mobile devices (smartphones, tablets) for hardware and software issues.
- Identifying technical faults in devices and providing effective solutions.
- Installing and updating mobile operating systems, apps, and necessary software.
- Replacing faulty components like screens, batteries, cameras, and charging ports.
- Communicating with customers about their device issues, repair timelines, and ensuring satisfaction.
- Conducting post-repair quality checks to ensure devices are functioning optimally.
- Testing repaired devices to ensure all functions are working correctly.
- Managing spare parts inventory, ensuring availability of commonly used components.
- Handling warranty repairs and offering after-service support to customers.
- Regular maintenance of repair tools and equipment, ensuring they are in working condition.

## DECLARATION

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Hereby declared that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

**JAYANTHA MALLAM**