

# Jitendra Dhanwani

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62,Pragati Nagar Gorwa Vadodara  
Nationality: Indian | Marital Status: Married | Religion: Hindu | Birthday:  
05-04-1980



## Objective

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"Leverage 22 years of experience in sales and customer service to drive business growth, enhance customer satisfaction, and build strong relationships to deliver exceptional results."

## Work Experience

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**Shiv Shakti Mobile** 02/2017 - 01/2025

Mobile Accessories Sales Representative & Technician

- Sold a wide range of mobile accessories, including cases, chargers, and headphones, while providing expert product recommendations based on customer needs.
- Achieved and exceeded sales targets by engaging customers, demonstrating product features, and ensuring the right fit for their mobile devices.
- Provided technical support and repairs for mobile devices, including screen replacements, battery repairs, and troubleshooting hardware issues.  
Managed inventory of mobile accessories and ensured shelves were stocked with the latest products, maximizing sales opportunities.
- Delivered high-quality customer service by explaining repair processes, providing estimates, and ensuring timely completion of repair work.
- Developed strong relationships with customers, ensuring their satisfaction through excellent service and technical expertise.

**MobileWala** 05/2010 - 11/2016

Sales & Customer Service Representative

- Provided expert guidance and personalized recommendations to customers on mobile phones, accessories, and service plans.
- Consistently exceeded sales targets by building strong customer relationships and offering tailored solutions.
- Delivered exceptional customer service by addressing inquiries, troubleshooting issues, and ensuring timely product deliveries.

- Maintained up-to-date knowledge of mobile devices, technologies, and promotions to offer accurate information and stay ahead of market trends.
- Handled customer complaints and returns, resolving issues with professionalism and ensuring high satisfaction levels.
- Contributed to store sales and customer retention through upselling and cross-selling techniques.

**Shree Sai Mobile**  
Proprietor

01/2004 - 03/2010

- Managed day-to-day operations of the shop, including overseeing sales of mobile accessories, mobile devices, and offering repair services.
- Provided expert repair services for mobile phones, including screen replacements, battery repairs, software troubleshooting, and hardware fixes.
- Curated and maintained a diverse inventory of high-quality mobile accessories, ensuring popular items were always in stock.
- Developed strong customer relationships by delivering personalized service and offering solutions based on individual needs and preferences.
- Handled all financial aspects, including budgeting, pricing, and accounting, while ensuring profitability and business growth.
- Trained and supervised staff, ensuring high levels of customer service, technical proficiency, and product knowledge.
- Promoted the business through local marketing strategies, attracting new customers and retaining loyal clients.

Education

**Mobile Phone Hardware Software Skill Formation And Entrepreneurship Development Programme**  
The Centre For Entrepreneurship Development

05/2005 - 06/2005

A

**S.S.C (Secondary School Certificate)**  
Adharsh Maha Vidhyalaya

06/1993 - 03/1994

79 %

Skill

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Communication Skills



Negotiation & Closing Skills



Sales Forecasting & Reporting



Team Work & Collaboration

