



# MUHAMMED RAZAK K.T

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AL-KARAMA, DUBAI

## PROFESSIONAL SUMMARY

Sharp professional with vast experience in replacing solder wires and cables and fixing logic board issues caused by water damage. Proficient in updating and upgrading software. Motivated to repairing and replacing parts to accommodate requirements of clients.

## CORE QUALIFICATIONS

- VoIP system installation
- Hardware setup
- Network switching
- Information security maintenance
- User system setup
- Security backups
- DNS technical expertise
- Wifi setup
- DHCP understanding
- Basic housekeeping
- Communication skills

## ADDITIONAL INFORMATION

- Date of Birth : 22/10/2001
- Gender : Male
- Nationality : Indian
- Marital Status : Single
- Passport No : V4199969
- Date of Issue : 11/11/2021
- Date of Expiry : 10/11/2031
- Visa Status : Visit Visa

## EXPERIENCE

### Mobile Phone Technician & Sales Man

#### Play store Mobiles | INDIA

- Identified functions of circuits utilising circuit diagrams to configure properly operating devices.
- Completed scheduled repairs on time or ahead of agreed timeframes for customer satisfaction.
- Tested and repaired phones and other IT devices such as laptops, headphones and iPads.
- Kept repair work space in excellent working order and stocked with correct tools needed to conduct Level 2 and Level 3 repairs.
- Replaced and repaired optical drives, power sources and chassis on game consoles.

### Sales Man

#### Ayano Apple Store | INDIA

- Used smart conversational, sales and upselling techniques to identify sales opportunities with customers and use to best advantage.
- Liaised with customers by phone, email and social media.
- Handled customer objections with professionalism, consolidating consumer trust.
- Analysed sales data, identifying areas for improvement.
- Communicated with customers to determine needs, provide recommendations and upsell services.
- Provided helpful, attentive sales support to generate positive customer feedback.
- Self-managed workload under pressure to consistently meet deadlines.
- Maintained familiarity with existing and upcoming product lines.
- Developed and managed relationships with existing and prospective clients.

## EDUCATION

### M E S Collage | India

Higher Secondary

### Shabari PTB Higher Secondary School | India

SSLC

### I TECH Education | India

Diploma in Smart Phone Technology