



# Sajith Kolassery

## Contact Details

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📍 Kerala India

## Summary

Customer-orientated, strategic-thinking IT sales and service organisation professional with over 18 years of experience in facilitating relationships, developing partnerships, maintaining top accounts and amplifying profit channels. Multi-tasking and self-motivated leader with expertise in expanding network connections, introducing products, implementing pricing models, inventory control and projections, vendor relations, territory development and revealing customer needs to deliver solutions. Tactical team builder seeking to leverage background with dynamic organisation.

## Skills

- Sales Techniques
- Problem-solving
- Hardware troubleshooting
- Software installation
- Network configuration
- Printer troubleshooting
- Backup and recovery
- Mobile device support.
- Electrical system troubleshooting.
- Logistical planning

## Experience

**Fastec computer  
wholesale distributors.  
Kerala, India**

**Jul 2023 - Present  
(1 Years,2 Months)**

Manager

- Addressed customer issues with compassion and professionalism, ensuring swift, successful resolution.
- Maintained smooth-running business operations by delegating priorities to staff abilities.
- Led and managed administrative staff to maintain smooth daily operations.
- Planned and managed resources and budget to support and deliver objectives.
- Negotiated best-possible prices for maximised profit levels.
- Accurately documented all cash, credit, fixed assets, accrued expenses and line of credit transactions.
- Prepared monthly bank reconcilia financial reviews.

**Roditte computer  
wholesale distributors.  
Kerala, India**

**Apr 2022 - Jun 2023  
(1 Years,2 Months)**

Branch Manager

- Oversaw all aspects of branch management, including sales, revenue and policy enforcement.
- Resolved customer complaints quickly and professionally to maintain satisfaction.
- Built and nurtured customer relationships to retain business and loyalty.
- Set team performance goals and monitored progress to encourage attainment.
- Motivated sales teams to deliver faultless service, uplifting account activity.

**Yobel Systems computer  
wholesale distributor  
kerala**

**Dec 2019 - Feb 2022  
(2 Years,2 Months)**

Branch Manager

- Oversaw all aspects of branch management, including sales, revenue and policy enforcement.
- Resolved customer complaints quickly and professionally to maintain satisfaction.

- Key accounts and territory management
- Miniature Model Maker
- Bike mechanism Troubleshooting

## 🌐 Languages

- English
- Hindi
- Malayalam
- Tamil
- Kannada

## 🎨 Interest

- Music
- Miniature making
- Travelling
- Pets Lover

- Built and nurtured customer relationships to retain business and loyalty.
- Set team performance goals and monitored progress to encourage attainment.
- Motivated sales teams to deliver faultless service, uplifting account activity.

### **Zahara computer & Electronics Dubai, Uae**

**Oct 2017 - Oct 2019  
(2 Years,0 Months)**

Manager

- Troubleshot various incidents related to hardware, networks and software faults.
- Arranged computers, routers and printer to achieve proper workstation.
- Setup, configured, and troubleshot Microsoft 365 applications.
- Installed new software for users and monitored version and patch update requirements.
- Researched accounts to generate or follow through sales leads.

### **ASUS Service center. Kerala India**

**Mar 2014 - Sep 2017  
(3 Years,6 Months)**

Service Manager

- Configuration and troubleshooting mail client MS Outlook, Mobile service and troubleshooting
- Assembling Systems Installing and configuring Systems, Operating systems( WIN XP, Server) & peripherals (Printers & Scanners
- Supervised and evaluated employee performance, providing construction feedback and identifying staff talent.
- Actioned feedback from service users, resulting in improved satisfaction levels.

### **Agur computer LLC Mucat, Oman**

**Jan 2012 - Jan 2014  
(2 Years,0 Months)**

IT Specialist

- Carried out new hardware installations and updates, keeping systems functional and secure.
- Installed new software for users and monitored version and patch update requirements.
- Followed technical documentation for accurate installation, maintenance and repair work.
- Tracked computer system and network performance to identify root causes of issues.

### **Noveon Systems Computer wholesale Distributor. Kerala India**

**Nov 2010 - Dec 2011  
(1 Years,1 Months)**

Branch Manager

- Oversaw all aspects of branch management, including sales, revenue and policy enforcement.
- Resolved customer complaints quickly and professionally to maintain satisfaction.
- Built and nurtured customer relationships to retain business and loyalty.
- Set team performance goals and monitored progress to encourage attainment.

**Al shraqia Trading llc  
Muscat, Oman**

**Jun 2008 - Sep 2010  
(2 Years,3 Months)**

IT Support

- Supervised and evaluated employee performance, providing construction feedback and identifying staff talent.
- Controlled expenses, advising on efficient use of resources to minimise unnecessary costs.
- Actioned feedback from service users, resulting in improved satisfaction levels.
- Assessed daily operational needs and requirements and used team meetings to encourage staff goal-achievement.

**Falcon digiworld Kerala,  
India**

**Mar 2005 - May 2008  
(3 Years,2 Months)**

Service Manager

- Assembled and configured new hardware and workstations to meet user needs.
- Configured operating systems on user devices to support smooth functionality.
- Maintained clear and complete records of installation, maintenance or repair actions.
- Documented hardware installations and maintenance for accurate department recordkeeping and warranty compliance.
- Troubleshoot problems with equipment and devices, tracing root causes and correcting problems.

## Education

**Diploma in Computer  
Hardware and Networking**

**Sep 2003**

Bits & Bytes Technical Academy

**Diploma In Foreign  
Accounting**

**Aug 2002**

Sree Sankaracharya Computer Centre Pvt Ltd

**Diploma in Electrical  
Engineering**

**May 2001**

Modern Technician Engineering

**Pre-Degree**

**Aug 1999**

Kerala state Board



## Personal Info

Date of Birth: 27-05-1985, Place of Birth: Kerala,  
Nationality: Indian