

CURRICULUM VITAE

KATHI SUNIL KUMAR REDDY

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CAREER OBJECTIVE:

Seeking a challenging and rewarding position as a Mobile Technician within an organization where I can effectively utilize my skills, enhance my knowledge, and contribute to a dynamic team dedicated to the growth and success of the company.

WORK EXPERIENCE:

- From Dec 2022 to Dec 2023 as a “Business Development Associate at “**ANITIX**” Livespaces.
- From Sep 2017 to Oct 2022 – as a “**Senior Technician**” at **AFIXT- Hyderabad**. (Handling non-warranty damage Insurance calls of **New India Assurance, Apps Daily, One Assist**) and Promoted as a **Service Centre Manager**.
- From Mar 2014 to Aug 2017 as a “Senior Technician” at “**SAMSUNG**” AUTHORISED SERVICE CENTER **MOBILESEVA Bangalore, India**.
- From Feb 2007 to Aug 2012 Worked as “**Water Cooler technician**” at **Ali Alghanim & Sons Automotive Main Service Center, Kuwait**.
- From Sep 2006 to Jan 2007 “**Undergone Internship program**” at **Al Hasawi Groups, Kuwait**.

Roles and Responsibilities at ANITIX livespaces (Business Development Associate)

- Developing and promoting client relationships.
- Performing daily follow-up calls with clients.
- Gathering survey data and client feedback while maintaining records in Excel.
- Conducting monthly client meetings to gather feedback and insights.

Roles and Responsibilities at AFIXT (Senior Technician cum Manager)

- Managing claim approvals and repair maintenance for New India Assurance across both business-to-business (B2B) and business-to-consumer (B2C) sectors. New India Assurance (Claim approvals, Claim Repair Maintenance) B2B & B2C.
- Responsible for diagnosing and conducting repair maintenance on mobile phones.
- Performing comprehensive repair and maintenance tasks on mobile phones, encompassing both Level 1 and Level 2 technical requirements.
- Ensuring completion of insurance policies in strict accordance with company standards and procedures.
- Maintaining precise records in compliance with legal regulations and delivering exceptional customer service.
- Collaborating closely with technicians and staff members across multiple locations nationwide.
- Proficient in repairing a wide range of mobile devices, including but not limited to iPhones, Samsung, OPPO, Vivo, OnePlus phones, and iPads.

Roles and Responsibilities at SAMSUNG AUTHORISED SERVICE CENTER (Senior Technician)

- Diagnosing, troubleshooting, and efficiently repairing various mobile devices.
- Addressing customer inquiries face-to-face and providing comprehensive solutions.
- Conducting quality control and rigorous testing on repaired devices to guarantee full functionality. Additionally, adeptly resolving and managing customer inquiries and concerns.
- Proficient in multitasking between device repairs and delivering exceptional customer service.
- Possessing comprehensive knowledge of mobile devices, including various manufacturers, operating systems, and network service providers.
- The Samsung GSPN Portal (Global Service Partner Network) is an online platform for authorized service partners worldwide. It provides access to technical information, service manuals, troubleshooting guides, and software updates for repairing Samsung devices. It facilitates efficient repair management, service tracking, and communication between Samsung and its partners.
- Providing monthly root cause analysis for repeated cases, dissatisfaction cases (D'SAT), and escalations

KEY PROGRAMMING SKILLS:

Software Packages : MS Office Suite (Word, Excel, PowerPoint, Access, and Outlook)

Server Operating Systems : Windows Server 2003 and 2008.

Operating System/CRM : Samsung GSPN Portal (Global Service Partner Network)

ACADEMIC QUALIFICATION:

Course	Institution	University	Percentage	Year of passing
SSLC	Little Angels High School Tripathi	Board Of Secondary Education Examination Board (Andhra Pradesh)	65%	2003
INTERMEDIATE	A.P. Open school society	A.P. Open school society	7.2%	2021

STRENGTHS AND AREA OF INTERESTS:

- Time punctuality.
- Honest & Hardworking with high level of integrity committed and dedicated.
- Problem solving skills.
- Confident and Energetic with ability to learn and work in a professional environment.
- Ability to work under pressure and meet targets.
- Capable of understanding detailed business processes and procedures.
- Having a methodical & organized approach to work at both individual & team level.

PERSONAL DETAILS:

Name : Kathi Sunil Kumar Reddy

Father Name : Kathi Venkat rami Reddy

Mother Name : Kathi Sarada Devi

Date of Birth : 05-09-1982

Nationality : Indian

Marital Status : Married

Languages known : English, Hindi, Arabic (Basic), Telugu & Kannada