

Vishnu babu

| Al Nahda sharjah
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Objective

“Experienced mobile service technician and retail assistant manager with over 13 years of expertise in after-sales support, customer service, and team leadership. Proven track record in managing service centers, handling technical troubleshooting, and driving sales growth. Seeking a challenging position in a growth-focused organization where I can apply my skills to improve customer satisfaction and operational efficiency.”

Personal information

- Nationality: Indian
- Passport: U2356061
- Gender: Male
- Place: Sharjah uae
- Date of birth: 04/03/1991
- Marital status: Married

Education

Kerala Board Higher Secondary (12th) 50%	<i>Graduated 2008</i>
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Experience

Moments event management Warehouse management	<i>Mar - 2024 - April - 2025</i>
Oversee daily warehouse operations including receiving, storage, inventory management, and order dispatch.	
Implement and monitor inventory control systems to minimize stock discrepancies and shrinkage.	
Maintain warehouse compliance with safety, health, and environmental regulations.	
Generate daily/weekly reports on stock levels, order status, and workforce performance.	
Handle warehouse documentation including goods receipt notes, dispatch records, and inventory audits.	
MYG Retail Store – Assistant Business Manager	<i>April-2023 - Feb - 2024</i>
Managed daily store operations including staff supervision, cash handling, and inventory control.	
Drove sales performance through customer engagement and upselling strategies.	
Handled customer complaints, ensuring high satisfaction and loyalty.	
Reliance SMSL Limited (Jio Telecom) Senior Service Engineer	<i>Oct-21 - Jan 2023</i>
Oversaw after-sales service for Jio telecom products.	

Maintained accurate service logs and daily reports.

Delivered technical support and resolved escalated customer issues.

Haijin Trade India Pvt. Ltd.
Service Center In-Charge

Dec-2015 - Feb-2021

Managed authorized Vivo service center operations.

Handled spare parts inventory, service revenue, and team coordination.

Provided multi-channel customer support (walk-in, phone, email).

Samsung Mobile Service Center
Service Engineer

Mar - 2013 - Nov-2015

Delivered repair and after-sales support for Samsung mobile devices.

Coordinated with service staff for smooth daily operations.

Maintained part inventory and updated daily revenue reports.

Future Value Retail
Customer Care & Billing Executive

Mar-2010 - Mar-2012

Advised customers with product details and closed sales.

Managed billing, recorded customer information, and documented sales.

Conducted customer feedback surveys and reports.

Skills

Mobile Device Troubleshooting (Samsung, Vivo, Jio) After-Sales Service Management Service Center Operations Inventory Management Repair & Diagnostics Daily Work Reporting CRM Tools (Customer Relationship Management) SLA Compliance Technical Support (Phone, In-Person, Email)

Store Operations Management Sales Strategy & Execution Staff Training & Supervision Cash & Billing Management Customer Relationship Management Upselling & Cross-Selling Complaint Resolution Performance Monitoring

Problem Solving Team Leadership Active Listening Customer Handling Positive Attitude Adaptability Time Management

Activities

- Tech Enthusiast – Regularly explore and learn about new mobile devices, tools, and repair techniques.
- YouTube Content Creator – Create cooking, crafts, and lifestyle vlogs to share knowledge and entertain viewers.
- Music Lover – Enjoy listening to various genres to relax and stay motivated.
- Travel & Exploration – Love discovering new places and cultures, which enhances adaptability and perspective

- Skill Development – Passionate about learning new skills through online platforms and practical experience.

Language

- Malayalam
- English
- Hindi
- Tamil