

SHERIFF HUSSEIN ABDULRAHMAN MOUSTAFA

Nationality: Egyptian

Marital status: Engaged.

Age: 32

Residency status: Currently holding Flexi VISA of Bahrain.

Obtains Commercial visit VISA to Saudi Arabia every 6 month.

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Objective

Manage the operation's Service Department while implementing appropriate Corporate and Safety policies and procedures.

Recruited, trained, and motivated capable partners.

Maintain high level of customer satisfaction.

Recognized as Winner Circle Performer by achieving required scores.

Ensure that all services related activities are performed in an efficient, timely and professional manner to keep the KPIs at the highest always.

Demonstrate executive characteristics such as: high integrity, honesty, leadership, trust worthiness, goal oriented, and deadline conscious.

Education

2011 | EGYPT - Bachelor's degree of Social Work
Helwan University, Cairo

Language Skills

- Arabic: Mother Tongue.
- English: Good Spoken and Written, IELTS General score of 5.5 out of 9.0 conversation.

Core Qualifications

- Extensive Apple products repair experience.
- Strong familiarity with AASP's setup.

Experience

Feb 2015 – Nov 2019 | Bahrain and KSA

Performed as Customer Service then promoted to Apple Authorized Technician, currently rolling as Team Leader.

iMachines AASP (Apple Authorized Service Center)

- **Performing as Team Leader**

- Ensure customer Delight and Operational Excellence by revisiting customers comments on GSX on regular bases and recommend solutions.
- Ensure First-Time Fix (FTF) where units successfully repaired on the first attempt.
- Keep Repair Turnaround Time (RepTAT) within the set frames by Apple, which requires monitoring technicians time sheets and logistics operation.
- Ensure having adequately trained technicians and spare Service Parts to correctly diagnose repairs to decrease the ordering of unnecessary parts to maintain (PPR) rate.
- Prompt return of Apple Service parts to drive operational excellence and maintain (KBBTAT).
- Place safety and ESD protection measures at the top of the priority list.
- Cooperate with logistics officers and Apple distributor in terms of operations to ensure that (KGB) shipments arrive in time.
- Involve Excel in reporting to micro investigate the business.
- Prepare KBB return pricing.
- Recommend business development plans to upper management.
- Understand all business's metrics by connecting with heads in charge to make sure that the AASP location is in compliance with set agreements.
- Cooperate with accounting department to ensure that debiting and crediting the account is moving parallelly with actual shipments and service operations.

- **Performing as Certified Apple Technician**

- Provides support on a variety of technical issues – examples include: desktop, laptop hardware and software; network troubleshooting, in collaboration with the network infrastructure group.
- Diagnosing and troubleshooting Desktop Computers (iMac, Mac Pro, Mac Mini), laptops (MacBook, MacBook Pro, MacBook Air), and operating Systems (OS X) problems.
- Install and troubleshoot Operating Systems like MacOS – IOS and POSs systems like LightSpeed.
- Create In-Warranty, Out of Warranty, Consumer law repairs according to Apple AASP Procedures and Guide Lines on GSX.
- Documenting troubleshooting steps and instructions on local Systems and on GSX.
- Consulting and instructing users on hardware and software questions/issues.
- Maintain ESD and safety precautions while performing repairs to reduce DOA rate.
- Prepare KBBs for return as per the requirements.

- **Performing as Customer Service representative**
 - Attracts potential customers by answering product and service questions; suggesting information about available services.
 - Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
 - Preparing cost estimates for repairs and discuss it with customers.
 - Responds to phone calls, email and dispatched requests for technical support.
 - Consults with management in providing needed information for keying process.
 - Runs diagnostic tests to isolate system problems and make recommendations for potential solutions using Apple Diagnostics (AST – AST2 – ASD)
 - Use Apple guides to document customer interactions, provide customers with solutions and to set customer's expectations accordingly.

2008-2014 | Egypt

International Company for Foreign Trade

ICT Sales Executive

- Research potential customers through business directories and contacts, and set up meetings to meet with prospective clients.
- Evaluate company equipment as well as competing materials in the marketplace and advise management on market conditions.
- Decide whether the product needs adapting to meet the client's needs.
- Focus on inside sales, which typically involves "cold calling" for new clients while in an office setting, or outside sales, which involves visiting clients in the field with new or existing clients.
- Explain the uses and benefits of the company's services and equipment to the customer, based on their business needs and encourage product and service sales.
- Present, promote and sell products/services using solid arguments to customers, also preparing cost estimates for repairs and discuss it with customers.
- Coordinating sales of following products and services: Computers, Operating systems, Input peripherals (keyboard, joystick, mouse, etc.), Scanners, Inkjet printers, Laser printers, Fixed media storage units, Removable media storage units, Parts and accessories of computing machines, Monitors and projectors , Solid-state non-volatile storage devices , Sound, video, network and similar cards, support services, Private network services, and Installation services of personal computers and peripheral equipment.
- Developing sales within both existing and new business accounts.
- Keep updated records of all sales orders, payments scheduled and received and delivery schedules, installations and services provided.
- Create frequent reviews and reports with sales and financial data after the sales cycle is completed.
- Gather market and customer information and provide feedback on buying trends.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Recording sales and order information and sending copies to the sales office, or entering figures into a computer system.

2006-2007 | Egypt
Software Service Specialist & Sales Representative
Mobile Shop Co.

ICT Support Technician

- Servicing software issues for phones, tablets and computers.
- Conducts sales on Computers, Phones, software, Internal Accessories and Spare Parts.
- Recognize the needs of the consumer and provide detailed information to the consumer about the technical specifications of the computer hardware/software offered by the company.
- Investigates new items and makes recommendations for purchasing products
- Takes orders over the phone and in person.
- Advises customers on technical matters and recommends appropriate computer configurations
- Provide technical support after merchandise is purchased.
- Serve as a customer service rep for customers who have questions or difficulties.
- Demonstrate product features before a sale
- Help customers maximize the use of software features.

Courses

- **2016 | Bahrain - Apple Certified MAC Technician (ACMT)**
iMachines Service Center (Apple Authorized Service Center in Bahrain and KSA)
 - OS X Yosemite Troubleshooting (Software) - 9L0-066
 - Mac Service Certification (Hardware) - 9L0-012
 - iOS Qualification (iPhone, iPad, and iPod Software and Hardware) - 9L0-E07
- **2012 | Egypt - AutoCAD 2012 2D+3D - (not practicing)**
 - YAT Center - 12 Weeks
- **2011 | Egypt - English Language Diploma**
 - "Twaso" Center - 12 Weeks
 - "Not Courses" center (conversation practice) - 8 Weeks
- **2008 | Egypt - Computer/laptop Hardware Services Training (Software and Hardware)**
 - Smouha Academy - 10 Weeks
- **2010 | Egypt - Laptop and computer Hardware Repair "Chip level"**
 - Smouha Academy - 16 Weeks each
- **2007 | Egypt - Electronics Basics and Fundamentals for maintenance proposes**
 - Smouha Academy - 4 Weeks
- **2006 | Egypt - Portables "Software" Training (Updating and re-installing software)**
 - Smouha Academy - 8 Weeks
- **2006 | Egypt - Potables Hardware Repair (Cell Phones and Tablets hardware)**
 - Smouha Academy - 14 Weeks
- **2004 | Egypt - ICDL**
 - School granted - 4 Weeks

Personal Skills

- Analytical thinking, planning.
- Strong verbal and personal communication skills.
- Accuracy and Attention to details.
- Organization and prioritization skills.
- Problem analysis, use of judgment and ability to solve problems efficiently.
- Self-motivated, initiative with high level of energy.
- Decision making, critical thinking, organizing and planning.
- Tolerant and flexible to different situations.
- Adaptability and ability to work under pressure.
- Willingness to learn, I am keen to develop my understanding and acquire new skills.