



CURRICULAM VITAE

JUNAID MUNAWAR

Employment Visa: BAHRAIN

Mob: +973-36385038

E-mail: Junaidmunawwar@gmail.com

Skype id Junaid.khan1333

Profile: Qualified Experienced and **B, TECH in Electronics & Telecommunication** with proven work skills & **09 Years'** experience as service in charge Technical Support/Sales of Electronics Product /Laptop/Desktop / IT Support Officer

Skills: Proven experience as IT Technician or relevant position, excellent diagnostic and problem-solving skills. Ability to troubleshoot quickly, Knowledge of CRM

Professional Experience:

Position: Service in charge IT Support Officer.
July-2016-to March-2020

Company: SSC General Trading CO. W.L.L Bahrain

Job Responsibilities:

- Manage Service Operations for GCC, India, Pakistan & Philippines Assist.
- Manage and monitor Sands international IT, Telecom, CE& HA products GCC Service support.
- Manage Vendor/Principal company warranty and out warrant Claims.
- Managing customer escalations and meeting the service expectations.
- Conducting New Product Technical training for Vendors and Sales Team.
- New Products Testing and certify.
- Troubleshooting and maintenance including repair and installation of desktop, laptop, printers, scanners, photocopiers, server, telephones, routers and switches.
- Setting up accounts for staff, ensuring they know how to log in.
- Checking and making request for any IT hardware, software & consumables.
- Administering all the IT assets of the company.

Position:
June-2016

Mobile Phones //Laptop //Service Engineer.

April-2015-to

Company Name:

TECHNOCARE L.L.C-Dubai UAE

Job Responsibilities:

- Reported to service center manager and Technical Specialist.
- Repairing Level 1 – 2 of all Brand Mobile Phones /Laptop/ Tablets repairing & refurbishing. (Hardware & Software).
- To carry out proper fault diagnosis to improve the quality of repairs and reduce repeats.
- To make effective, Standard Repair Processes.
- Working like bridge between customer services Team.
- Carry out all repair procedures in line with Quality and Environmental guidelines.
- Achieve all the targets of Mobile//laptop Devices.
- Handles customer requests for technical assistance.

Position:

Engineer Mobile Phone Services

Sep- 2011 to Sep-2014

Company Name:

NOKIA Mobile Company Pakistan

Job Responsibilities:

- Repairing Level 1 – 2 of all Nokia, Products. Mobile Repairing (Hardware & Software).
- Responsible for diagnosing & resolving hardware, software & end users' problems.
- To carry out proper fault diagnosis to improve the quality of repairs and reduce repeats.
- Customer Care about problems & suggestions.
- Calibration of mobile phones.
- Took Quality assurance of repaired phones.
- Configuring and managing backup & restore procedures.
- Working like bridge between customer services Team.

Educational Qualification:



B, TECH (Electronics) Major Subjects (Digital Electronics & Telecommunication) Bahauddin Zakariya University Multan Pakistan.

Personal Profile:

Marital Status: Married
Date OF Birth: 01-November-1993
Religion: Islam
Languages Known: English, Urdu & Basic Arabic
Nationality: Pakistani
Passport#: AR0794322
Driving License: Yes