

# Mustufa Maredia

Technician

## Contact

### Address

Mumbai, MH, 400076

### Phone

800-011-1179

### E-mail

marediyamustfa@gmail.com

## Education

2015-04 - 2016-03

**H.S.C. Pass: Science**

Gujarat Board - Palanpur

## Skills

Effective managerial techniques

Staff education and training

Technical Support

Creative problem solving

Technical Analysis

Testing

## Hobbies

Cricket

News update

Jogging

Possess clear, logical mind with a practical approach to problem-solving and a drive to see things through to completion, have more than 7 years of experience as a Mobile Technician. The ability to work positively through change and demonstrate a proven ability to seek way to learn. Hardworking, positive attitude, Good Communication, Like to learn new things.

## Work History

2021-02 -

Current

### Senior Engineer

*Maple Digital Technology International Pvt. Ltd, Mumbai, Maharashtra*

- Working as buyback Engineer handling 28 Apple authorized centres Approval
- Leading team on email and call
- Physical check of devices from all 28 centres once received
- Looking into pricing and updating profit margin for organization
- Training store managers & store staff for checking all product in terms of Technical & physical aspects

2018-04 -

Current

### Service Engineer

*Maple Digital Technology International Pvt. Ltd, Mumbai, Maharashtra*

- Experience in repairs of Apple iOS And Mac devices
- Performing at high level of customer satisfactory, managing team of technicians within safe repair environment to complete hardware repairs and software updates
- Effectively provided comprehensive solutions to fit customers needs through probing, active listening and performance of problem-solving tasks
- Customer greeting & assisted them with best prices & solution in order to close the deal.
- Performed All Task Related Certifications And also Course of Atlas of IOS and Mac
- GSX Call management on daily basis (Creating Call for Part order, Call Closing After Received Part From Apple)
- Maintaining Apple KPI (REPTAT, NTF, SUR & CCLR ratings)
- Maintaining internal repair closure TAT so that device can be delivered on said date and within TAT
- Creating GSX help escalations for cases where required
- Trained New joined Candidates in organization

- Handling customers
- Interacting and dealing with escalations Face to face.

2015-09 -  
2017-12

### **Engineer, MAC Technician**

*Arman Mobile Centre, Mumbai, Maharashtra*

- Interacting with customers face to face.
- Identifying issue technically
- Purchase of part and fixing device
- Repairs of Devices
- Resolving issue and providing solution
- Providing Customer Satisfaction
- Trained new staff with advanced skills & repairs.

2014-06 -  
2015-11

### **Engineer**

*Noor telecom, Mumbai, Maharashtra*

- Interacting with customers face to face
- Identifying issue technically
- Repairs of Devices
- Resolving issue and providing solution
- Providing Customer Satisfaction.