

Iqbal Ismail Golandaz

Apple Certified Macintosh Technician

Apple Certified IOS Technician

Jamf Certified Associate

AREAS OF EXPERTISE

***Apple Products
& Technologies.***

Microsoft Technologies.

Cisco Technologies.

PERSONAL SUMMARY

A confident and reliable Apple Technical support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for an ambitious and expanding company.

WORK EXPERIENCE

PROFESSIONAL CERTIFICATION

***Apple certified
Macintosh
Technician-2011***

***Apple certified
iOS Technician-2017***

Apple Teacher-2021

***Jamf Certified
Associate-2021***

***Microsoft Certified
Systems Engineer-
2005-(MCSE)***

***Cisco Certified
Network Associate-
2011(CCNA)***

Modern Electronics House, Oman

Service Engineer/Retail Sales: -Sept 2003 – April 2015

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Technical Support Duties:

Troubleshooting Skills with Apple Products Hardware & Software.

Fixed broken Hardware on Apple Computer & Servers.

Purchase of Apple Parts & other equipment for Apple Product & request for replacement through Apple Global Service Exchange in all Warranty & out of Warranty Parts.

Supporting users and network administrators over the telephone and by email.

Networking and providing support for Windows and Macintosh issues.

Configuration and testing of any new hardware and software.

Sold various types of Laptop Brands like APPLE (Mac Laptops, iPhone, iPod, and Time Machine etc.) Samsung, Sony, Toshiba, Dell, HP, Toshiba & Compaq.

Identified and resolved client's Problems.

Maintained and established relationship with current client & potential clients.

Advanced Technology Electronics (MI Care)-Oman (Apple Authorized Service Provider)

Customer Service Support Specialist -May 2015-Sept 2016.

Provided guidance to our customers to help them provide with better and faster resolutions.

As a Customer Service Specialist with Micare, worked at a high-volume Service location.

Engaged with Customers to uncover their problems and needs.

Suggests products and solutions that are within budget.

Thoroughly examined phones, laptops, and other devices to troubleshoot issues.

Promptly informs management of trending hardware and software defects.

Quickly processed customer credit card and cash payments.

PERSONAL SKILLS

Problem solving

Commitment to outcomes

Helpful Attitude

**Advanced Technology Electronics (MI Store)-Oman
(Apple Authorized premium Reseller)**

Retail Sales -Oct 2016-Dec 2016.

Greeted customers entering the store to ascertain what each customer wanted or needed.

Answered product questions with upto date knowledge of sales and store promotions

Described products to customers and accurately explained details.

Engaged with Customers to uncover their problems and needs.

Suggested products and solutions to customers that are within budget.

PERSONAL DETAILS

Iqbal Ismail Golandaz

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0096891181777(Whatsapp)*

Iqbalnajma@gmail.com

Marital Status-Married

Driving license-Yes (GCC)

Nationality: Indian

Religion-Islam

Current Location-India

Availability-Immediately

**Advanced Technology Electronics (MI Care)-Oman
(Apple Authorized Service Provider)**

Service Engineer-01th Jan 2017-5th Feb 2020

Purchase of Apple Parts & other equipment for Apple Product & request for replacement through Apple Global Service Exchange in all Warranty & out of Warranty Parts.

Responsible for diagnosing, testing and repairing Apple Computer Systems following Apple Computer repair procedures.

Diagnose and repair hardware issues, completely built computers troubleshoot technical issues, and install software applications.

Was also able to perform iPhone Display repairs through apple display repair calibration software.

Handled the task of Logistics incharge in receiving kgb and dispatching kbb units to ABM.

Service Incharge-01th Jan 2017-5th Feb 2020

Reported directly to CEO.

Assigned daily tasks to Engineers.

Prepared daily, weekly and Monthly KGB, KBB and DOA reports for CEO.

Also Handled the logistics Operations of Service.

KEY SKILLS AND COMPETENCE

Excellent customer facing skills.

A positive attitude towards customer service and good communication skills.

Experience in Apple Mac OS and all IOS.

Experience of Windows server 2003, Win xp Professional-Win 7, Windows 8 / Office 2003-2013.

Ability to be clear & concise when explaining technical procedures to customers.

ACADEMIC QUALIFICATIONS

SSC- Dawn Academy, Panchgani.

HSC- Pune College

REFERENCES – Available on request.

