

ALWALEED MUSA

REPAIR TECHNICIAN & CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Alexandria , Egypt

SKILLS

Strong problem solving skills
Ability to multi-task
Superior communication skills
Customer service
Proficiency with computers, phones
Self Control & Patients

EDUCATION

High School Degree

Badr AlDoja High School

2006-2009

General

Bachelor's in Business Administration BBA

National Ribat University

2009

Currently pursuing degree expected
graduation date 2025

LANGUAGES

Arabic

English

PROFILE

I am an iDevices Technician with over ten years of experience in the industry. I have gained extensive knowledge and skills in repairing and troubleshooting all types of iDevices, I possess excellent customer service skills, which has helped me build a strong relationships with clients. My ability to work independently as well as part of a team makes me an asset to any organization.
My skills include repairing all hardware and software issues, and providing customer support.

WORK EXPERIENCE

Co-owner / Main Technician

EverythingiPhonez L.L.C

2016- Present

- Became a Co-owner while continued all my technician duties.
- Been able to cut off my repair time in Half due to all the extensive knowledge and skills gained over the years.
- Maintained inventory of supplies, orders and returns.
- Facilitated training sessions for students seeking further education on repairing Apple devices.
- Trained and supervised two employees, a technician and a customer service representative who became a great addition to the center.
- Handled inbound calls to assist customers who have specific inquiries about their Apple iDevices, Apple products or their accounts.

Customer Service Representative / Technician

2013-2016

EverythingiPhonez L.L.C

- Worked in brand new state of the art center and was involved in helping set up and managed all aspects of the day-to-day operations.
- Greet the walk in customers and listen to their complaints regarding the malfunctioning of their iDevices.
- Sold cell phones, cell phone accessories to customers who visited the center.
- Answering incoming calls and respond to customer inquiries in a timely manner
- Troubleshoot customer issues and Provide excellent customer service
- Conduct a two weeks follow up with customers who did repairs at the center to ensure that they are completely satisfied with the service provided.
- Performed body repairs such as replacing a cracked screen or changing batteries & did all kind of level 3 repairs such as (IC repairs, Water damage, Backglass repairs and more.