



## PROFILE

Passionate Technical Supervisor and Electronic Devices Maintenance with 4+ Years of Experience

## CONTACT

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BIRTHDAY:  
12 September, 1995

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## SKILLS

Leadership and Teamwork

Critical thinking and problem solving

Customer Service

Ability to Multitask

Ability to Work Under Pressure

Computer Skills

# SAYF IBRAHIM

## Technical Supervisor

## WORK EXPERIENCE

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### BMP (Technician)

02/2016 - 12/2016, (Sfax, Tunisia)

- First Setup of New Computers.
- Worked well independently and on a team to solve problems.
- Preventive Maintenance of Clients Computers.
- Curative Maintenance of All Computer Brands.
- Worked well independently and on a team to solve problems.

### iTech Mobile (Technician)

12/2016 - 12/2017, (Sfax, Tunisia)

- Troubleshooting and Hardware Repair of Smartphones and Feature Phones.
- Maintained daily logs of inspection activities and results.

### Hashtag Technology (Technical Supervisor)

03/2018 - 12/2019, (Sfax, Tunisia)

- Support Technicians in Level 2 and Level 3 Smart Phones and Feature Phones Repair.
- Scheduled daily tasks based on immediacy and importance.
- Communicated well with customers regarding their Mobile Phone's issues and needs.

### Retech Solutions (Technical Supervisor)

02/2020 - Present, (Sfax, Tunisia)

- Assign Tasks to Technicians.
- Quality Control of Repaired Terminals
- Fill Job-sheets Reports to the Headquarters.
- Deliver inventory reports to my supervisor in a timely fashion each and every Month.
- Assist Technicians in Complicated Tasks.

## LANGUAGES

Arabic:  
Native or Bilingual Proficiency

English:  
Full Professional Proficiency

French  
Full Professional Proficiency

## DRIVER LICENSE

Class C  
Obtention Date: 06/07/2017

## EDUCATION

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### El Amal Private School.

09/2012 - 06/2013, (Sfax, Tunisia).

#### High School.

- 2nd Year.

### Centre de Formation en Electronique Sakiet Ezzit.

09/2013 - 02/2016, (Sfax, Tunisia).

#### BTEC National Diploma Advanced (NVQ Level 3).

- Professional Technician's Certificate in Maintenance of Computer Micro-systems.

## INTERNSHIP

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### Groupe Chimique Tunisien (Technician)

02/2014 -03/2014, (Sfax, Tunisia)

- Maintenance of Computers Equipment's.
- Preventive Maintenance of company Computers.

### Advanced Computer Solutions (Technician)

11/2014 – 02/2015, (Sfax, Tunisia)

- Maintenance and Installation of Computer Networks.
- Preventive Maintenance of Clients Computers and Servers.
- Distant Support for Clients in Various Software Problems.