

Mahmood Kargholy
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Personal Statement

A highly skilled and detail-oriented Mobile Technician with experience in diagnosing, repairing, and maintaining a wide range of mobile devices. Possessing a deep understanding of mobile technology and strong problem-solving abilities, I have consistently delivered high-quality service and support to customers. My technical background, combined with excellent communication skills, has enabled me to explain complex issues in simple terms, fostering customer trust and satisfaction.

Now seeking to transition into a sales/customer service role where I can leverage my technical expertise and interpersonal skills to provide exceptional service, build lasting customer relationships, and drive business success. I am passionate about helping customers find the right solutions for their needs and am eager to contribute to a dynamic team in a fast-paced environment.

Key Skills

Customer Service Excellence: Proven ability to engage with customers, address inquiries, and resolve issues to ensure a positive shopping experience.

Sales and Upselling: Experienced in identifying customer needs and recommending suitable products, increasing sales through upselling and cross-selling.

Communication Skills: Strong verbal and written communication abilities to interact effectively with customers, colleagues, and managers.

Cash Handling and POS Systems: Proficient in operating point-of-sale systems, handling cash, and processing transactions accurately.

Inventory Management: Skilled in stock management, product replenishment, and ensuring accurate inventory levels to meet customer demand.

Problem-Solving: Quick to assess and address customer complaints or operational issues, ensuring smooth daily operations and customer satisfaction.

Team Collaboration: Ability to work effectively as part of a team, supporting colleagues and contributing to store goals.

Product Knowledge: Developed extensive knowledge of products to offer tailored recommendations and support customers in making informed purchases.

Time Management: Demonstrated ability to manage tasks efficiently in a fast-paced retail environment, ensuring prompt service and well-organized workflow.

Work Experience

Technician, Winsford Mobile Tech

April 2022 – Jan 2024

- Diagnosed and repaired a wide range of mobile devices, including smartphones and tablets, ensuring timely and accurate resolution of technical issues.
- Assisted customers with inquiries, provided technical support, and offered personalised advice on device care and maintenance.
- Managed the entire repair process from initial customer consultation to post-repair quality checks, ensuring a seamless customer experience.
- Handled cash, credit, and digital payments, accurately processing transactions and maintaining balanced cash drawers.
- Kept detailed records of repairs, customer interactions, and inventory, contributing to smooth store operations.

- Demonstrated and explained product features, promoting accessories and additional services to enhance customer satisfaction.
- Worked closely with team members to manage workflow efficiently, ensuring high levels of customer satisfaction and repeat business.

Achievements:

- Consistently recognised for exceptional customer service and technical expertise, receiving positive feedback and high customer ratings.
- Played a key role in increasing accessory sales by effectively cross-selling and upselling during customer interactions.
- Assisted in training new team members, sharing technical knowledge and customer service best practices to improve overall team performance.

Qualifications and Education

Cheshire College 2024

City & Guilds Level 1 Extended Certificate in Employability

Warrington and Vale College, 2021 – 2023

ESOL Level 2

Forza.com 2021

Digital Content Creation – Online learning

References available upon request