



# Gagan Ahirwar

## EXPERIENCE

July 2024 - I currently work here  
Mobile Technician Zomit | Bhopal, India

- Maintained up-to-date knowledge of mobile technology trends and repair techniques through continuous professional development.
- Hardware Repair
- Customer Service Skills
- Basic Business Skills
- Replaced faulty components such as screens, batteries, and circuit boards to extend device lifespan.
- Completed and submitted technical documentation.
- Diagnosed and repaired a wide range of mobile devices, including smartphones and tablets, to restore functionality
- Delivered exceptional customer service, explaining
- Participated in workshops and training sessions to enhance technical skills and knowledge in mobile device repair.
- Analysed customer feedback to identify areas for improvement in service delivery and device repair techniques.
- Utilised specialised diagnostic tools to accurately pinpoint hardware and software problems in mobile devices.
- Offered training and advice to Junior technicians, fostering a collaborative and knowledgeable team environment.
- Managed inventory of spare parts and tools, ensuring availability of required items for efficient repair work.
- Coordinated with manufacturers and suppliers to procure high-quality replacement parts at competitive prices.
- Replaced components such as LCDs, batteries and cameras on various mobile phones and tablet brands
- Kept repair work space in excellent working order and stocked with correct tools needed to conduct Level 2 and Level 3 repairs.
- Increased customer satisfaction by improving device performance through resets and updates.

January 2019 - April 2023  
Mobile Phone Repair Technician Balaji mobile accessories and repair | Bhopal, India

## EDUCATION

12/2019  
12th  
Bhopal Public School  
GPA: 51.6%

12/2016  
10th  
Silver Bells Convert HS School  
GPA: 53%

## LANGUAGES

English::

Elementary

A2

Hindi::

Proficient

C2

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## SUMMARY

To associate myself with an organization that provides me an opportunity to show my techno-proficient skills, improve my knowledge and to be a part of the team that works dynamically towards the growth of the organization.

Confident problem-solver with strong communication skills, always eager to learn and adapt. Consistently focused on delivering exceptional customer service and resolving technical issues efficiently. Quick to grasp new technologies and adapt at working both independently and in team environments.

Mobile technology professional with hands-on experience in diagnosing and repairing mobile devices, including smartphones and tablets. Skilled in troubleshooting hardware and software issues, performing system updates, and ensuring customer satisfaction through quality service.

## SKILLS

- Mobile repair
- Digital marketing
- Mobile Software
- Computer operator
- Attention to Detail
- Basic Business Skills
- Customer Service
- Highly motivated
- Hardware setup
- Network routing
- Security backups
- Network switching
- Wifi setup
- User system setup
- Information security maintenance
- Professional manner
- Management
- Highly responsible and reliable
- Quick Learner
- Hardware Repair
- Technical Know How
- Adaptability
- Professional Development