



Cell # +971 529933109

e-Mail [asifjamal7382@gmail.com](mailto:asifjamal7382@gmail.com)

## **SYNOPSIS:**

An accomplished engineering professional with over 10 years of extensive exposure to complex electronics systems' Reliability, Availability, Maintenance, Operations, Safety and Asset life cycle management with a professional Electronics Manufacturing, Troubleshooting and administration Providing expertise and leadership into range of asset management and business development strategies. I hold excellent interpersonal skills with exceptional ability to learn and adapt quickly to the new environment, I can work independently but strongly believe in teamwork to achieve the targets.

## **EXPERIENCE:**

### **1. DESIGNATION:** ASSISTANT MANAGER (CSD)

**ORGANIZATION:** SHARP MIDDLE EAST FZE, UAE (NOV 2015-Till Date)

**REPORTING:** CSD (Customer Support Division) Manager.

### **Key Responsibilities:**

- ❖ Currently working as CSD Assistant Manager in JAPAN based consumer electronics Company SHARP Middle East, Jabil Ali FZE.
- ❖ My main duties & responsibilities are included to-
  - Providing best technical support to the SHARP business partners in Middle East, Africa & CIS for After Sales Service issues for all SHARP MEA models AV, SHA & HA categories.
  - For the products epidemic & quality Issues negotiating with the SHARP factories and proving FOC parts support & Technical Solution to the SHARP distributors.
  - Time To Time Executing Online, Offline & Onsite Trainings & Technical Report for all authorized SHARP service centers to educate technical team about the quality issues, repair & troubleshooting.
  - Responsible for the CRM (Warranty Management System) verifying & approving the monthly warranty claims & issuing the debit notes accordingly. For the new

- added distributor managing & conducting online training for CRM system.
- Responsible for the monthly SC KPI & control defective ratio to control the warranty cost of the service centers, reporting the service center monthly performance report to the CSD managers & service center management.
  - Responsible for the incoming inspection of received finished goods lots in SHARP MEA & Evaluation of the received New Models from the SHARP Factories.
  - Reporting the product Inspection & Evaluation result to the SHARP factories for Improvement.
  - For the Epidemic Issues & Improvement of the SHARP Product Manage the Product Reworks in SHARP warehouse & SHARP distributor's warehouses.
  - Business Trip for the product quality issue, trainings & inspections.

## **2. DESIGNATION: SERVICE ENGINEER**

**ORGANISATION:** SAMSUNG TECHNOCARE, UAE (MAY 2012-To Sep 2015)

**REPORTING:** Head of Engineering

### **Responsibilities:**

- ❖ Service engineer with Technicare, SAMSUNG, Reporting to Head of Engineering on day to day system assurance activities for SAMSUNG Gulf. As a Senior/Engineer in technical department, my main duties and responsibilities was included to.
  - Providing best technical services support to all of the customer & local Distributors face to face and on the phone.
  - Develop and implement the Systems Assurance Plan for the service center.
  - Provide expertise and guidance to the customers for their all issue and quires.
  - Responsible for Repairing and troubleshooting of all Samsung brand including Mobile Phones, Tablets, Galaxy Cameras, TVs, Audio Systems and Laptops.
  - Every day Visit to all Samsung Authorize Sale Dealers, Sharaf DG, E max, Eros, Axiom, Carrefour & E city to provide best technical services support and Maintain good business relationship.
  - Individually running small Samsung Authorize Service Center in Mirdif City Center, where I am performing multi tasks, responsible of managing the branch, Quick technical support, Logistics, Call Center and all IT issues.
  - Visiting Dealers and providing Technical Support on the spot

## **3. DESIGNATION: SERVICE ENGINEER**

**ORGANISATION:** NOKIA, LAHORE, PAK (Dec 2008 - Apr 2012)

**REPORTING:** HEAD OF DEPARTMENT

**Responsibilities:**

- ❖ My job profile includes but not limited to the following;
- ❖ Team leader, responsible for all technical issue of the service center.
  - Responsible for repairing and troubleshooting of all Nokia Mobile Phones L1 & L2, providing best services for all Nokia Mobiles Phone, supporting customer Face to face and on the phone.
  - Ensure compliance to the technical requirements as per technical manuals during components inspection/installation/replacement/testing and troubleshooting phases
  - Responsible for maintenance of all jigs and equipment's in the Lab
  - Responsible for All Logistic Issues and reporting
  - Supporting operations and engineering departments to review preventive and Predictive maintenance strategies to improve system reliability
  - Assisting Quality Control Engineers during the Mobile final inspection, coordinating between the team of technicians and supervise to manage maintenance tasks for best service.

**4. DESIGNATION: SERVICE TECHNICIAN**

**ORGANISATION:** ADVANCE TELECOM, PAKISTAN (Jan 2005 - Nov 2008)

**REPORTING:** SERVICE MANAGER

**Responsibilities:**

- ❖ Reporting directly to Service Manager on day to day asset performance issues;
  - Repairing and troubleshooting of all Mobile brands Nokia, Samsung, Motorola, Sony Ericson,
  - Continuously seeking to improve the quality of maintenance within time frames & budget
  - Supporting staff members to adapt new technologies and industry best practices

**5. DESIGNATION: TECHNICAL ASSISTANT**

**ORGANISATION:** SONY ELECTRONICS LAHORE (May 2002 - Sep 2005)

**REPORTING:** PRODUCTION MANAGER

**Responsibilities:**

- ❖ Setup and installation of all production equipment's for SONY & MEGA color television SOUND SYSTEMS.
  - Design and maintenance of Jigs and equipment's for production
  - Process design & control
  - Responsible for R&D and Quality control supervision of production
  - Ensured that all relevant documents, drawings, reports, warranties and certificates are in compliance with standards and are handed over in due time for operation

reliability data gathering and analysis to produce monthly reliability reports

## **EDUCATIONAL QUALIFICATIONS:**

- BSC (Electronics) from Peshawar University
- 2 years certificate in electronics from Technical Board Peshawar City.
- Computer hardware, software and Office Automation certified from Skill Development Council Peshawar.

## **SOFT SKILLS TRAINING & WORKSHOPS ATTENDED:**

- ❖ Training in repairing, troubleshooting, production control and equipment setup from Sony Malaysia.  
Training in repairing, troubleshooting, production control and equipment's setup from SVA Jinxing Shanghai China.
- ❖ Training in repairing and troubleshooting of all Mobile phones from Advance Telecom Karachi
- ❖ Training in Logistic and repairing all Nokia Mobile phones from GCC Lahore.
- ❖ DC power supply construction from Swiss technical foundation Peshawar.
- ❖ Attended many seminars & Trainings Samsung Gulf UAE.
- ❖ Attended many seminars & workshops on various electronics & computer subjects.

## **PERSONAL INFORMATION:**

DOB: 07-03-1982 Nationality: Pakistani  
Driving License (Car): UAE Marital Status:  
Married Visa Status Employment Language's  
English, Urdu

References are Available upon request.