

SAQIB MUNAWAR

Assistant Service Manager | Apple Certified Technician

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Doha, Qatar
Valid QID with NOC, transferable visa, and driving license available.



SUMMARY

With over 11 years of experience as an Apple Certified Service Technician, team lead, and assistant manager, I specialize in diagnosing and repairing all Apple devices while managing service center operations. I focus on maintaining service quality and achieving high Apple service scores like CSAT, PPR, and TAT. I also handle inventory, train the team on diagnostics, and ensure they follow Apple standards. A key part of my role is providing excellent customer service, resolving issues for important clients, and ensuring the smooth operation of the entire Apple service center.

EXPERIENCE

Service & Sales Manager / Apple Certified Technician

Teciza Solutions

05/2024 - Present Doha, Qatar

In my current role, I oversee the diagnosis and repair of a wide range of electronic products, including iPhones, MacBooks, and laptops, ensuring minimal downtime for our customers. I manage service center operations with a strong emphasis on efficiency and compliance with company policies. Leading a team of technicians, I provide training on diagnostic protocols and service procedures to foster skill development. My commitment to delivering exceptional customer service allows me to resolve escalated issues promptly, while I continuously implement process improvements to enhance service delivery and uphold high-quality standards within the center.

Apple Service Technician - Team Lead

Holistic Technologies (Apple Authorised Repair Provider)

09/2020 - 04/2024 Lahore, Pakistan

As a Team Lead and Apple Certified Service Technician at Holistic, I specialize in diagnosing and repairing Apple devices while managing the service center's daily operations. I consistently exceed service excellence metrics such as CSAT, PPR, and TAT, while effectively handling inventory management. I lead and train a team of technicians, ensuring they adhere to Apple diagnostic protocols and maintain high customer service standards. My role includes resolving customer issues swiftly, implementing process improvements for enhanced service delivery, and ensuring compliance with Apple's quality standards.

Service Engineer

Sharaf DG

01/2015 - 09/2020 Dubai, UAE

Specializing in Apple product repair and services, I have significantly contributed to the success of a leading IT company in the Middle East. I excel in troubleshooting and managing service station operations, providing expert repair services for key Apple products, including iPhones, iPads, iPods, and Apple Watches. My efforts have facilitated repairs across major cities like Dubai, Abu Dhabi, and Al Ain. In recognition of my technical expertise and commitment, I achieved a promotion from Service Technician to Service Engineer within a year of joining in 2015, underscoring my rapid career growth and Apple certification.

CERTIFICATION

- Apple Certified Macintosh Technician**
Achieved ACMT certification in 2016 as a Macintosh Technician, showcasing expertise in Mac hardware and software.
- Apple Certified iOS Technician**
Certified as an ACIT iOS Technician in 2016, highlighting proficiency in troubleshooting and repairing iOS devices.
- Apple Service Fundamental Completion**
Successfully completed Apple Service Fundamentals in 2016, laying the foundation for comprehensive Apple service knowledge.
- Apple Certified iOS Qualification**
Attained iOS qualification certification in 2016, affirming advanced skills in iOS device management and support.

SKILLS

- Apple Device Diagnostics and Repair
- Service Center Operations Management
- Team Leadership and Training
- Inventory and Stock Management
- Customer Service Excellence
- Problem-Solving and Issue Resolution
- Quality Assurance and Compliance

EDUCATION

- Bachelor of Technology in Electronics
Superior University GPA 3.8 / 4.0
- Associate Engineering in Electronics
Poly Technical College GPA 3.5 / 4.0

LANGUAGES

- English
Proficient
- Arabic
Beginner