



# MANEER ALAM

Enterprising Professional & planner with a strong record of contributions in streamlining operations, invigorating businesses, heightening productivity in After Sales, Operations Management & Customer Service Management.



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## CORE COMPETENCIES

After-sales Service / Policy Formulation

Strategic Planning

Client Relationship Management

Customer Complaint Resolution

Operational Excellence

Warranty Coordination

Stakeholder Engagements

SLA / TAT / KPI Management

Product Knowledge / Technical Support

Team Management & Trainings

Data Reconciliation & Reporting

Order fulfillment / Shipping Procedures

## EDUCATION

B.Tech. (Electronics & Communication)  
from (Indian Institution of Engineers),  
Kerala in 2019

Diploma Electronics & Telecommunication  
from KSOU, Karnataka in 2014

## CERTIFICATION

**PYTHON:** Associate Level (Approved  
from KHDA, Dubai)

## PERSONAL DETAILS

**Date of Birth:** 15<sup>th</sup> April 1985

**Marital Status:** Married

**Nationality:** Indian

**Languages Known:** English & Hindi

**Address:** Al Karama, Dubai, UAE

**Visit Visa:** Valid till 11 December, 2022

## PROFILE SUMMARY

- Vision-oriented professional offering **experience of over 14 years** in After Sales, Customer Service Management and Operations Management for Consumer Electronics products
- Proficiency in **enhancing customer satisfaction matrices** through implementing CS process, dealer development, network management, network expansion monitoring & reducing customer complaints, warranty issues and so on as per company's standard for ensuring quality
- Skills in **delivering training, motivation, and leadership to After Sales Team** on the importance of high quality customer service which maximized profit through increased patronage
- Remains on the cutting-edge and **drives new business through channel partners to expand market share for Consumer Electronics Products** including products (Laptops, Mobiles, Tablets and other accessories), After-Sales & Service Operations of leading organizations
- Gained experience of **improving customer service, creating engaged customers** and facilitating organic growth with expertise in taking ownership of customers issues and following problems through to resolution
- Built strong **relationships with key stakeholders & cross-functional teams** for achievement of goals; led process corrections to reduce lead time in resolving customer complaints; acted as an escalation gate to resolve critical issues of the team members
- Skilled in running **successful process operations & experience of developing procedures**, undertaking operational analysis, scanning processes, identifying performance trends & bottlenecks, conducting data analysis and preparing reports for business excellence
- Excellent planning and organizational skills result in the optimum functioning of the department and the **consistent achievement of customer service standards**
- Team-based management style coupled with the zeal to drive visions into reality; an effective leader with excellent motivational, analytical, problem-solving & decision-making skills to sustain growth momentum while motivating peak performances

## WORK EXPERIENCE

**I Life Digital Technology LLC, Dubai, UAE, Oct'16 – Dec'21**

**Service Supervisor**

**Role:**

- Provided after-sale services to customers in Middle east, GCC, Africa, South Africa, Lebanon, Turkey along with ASIA including (India, Pakistan, Bangladesh, Sri Lanka & Nepal) region for products (Laptops, Mobiles, Tablets and other accessories)
- Spearheaded end-to-end operations and managed all DOAs and RMA in an effective manner
- Acted as a Service Partner for operation wherein managed customer complaints & inquiries and complete ASP operations (retailers & distributor wise)
- Setting out in-house quality standards, ensuring a high-quality customer experience while adhering to country wise agreed SLA and customer satisfaction
- Identified new ASP & arranged for service setup and steered auditing, labor claim reimbursement and training for new models
- Hosted weekly monthly review/meetings with ASP for smooth execution of operations
- Administered multiple activities including CRM Development, Amendment & Training to ASP, Distributor, Finalizing/ Procurement/Allocation of packing for refurbishment activity
- Steered Productivity Tracking, Grading/Allocation & Fulfilling Request of Refurbishment Units
- Maintained contact with clients to obtain customer feedback regarding product/service quality
- Monitored all post-sales services provided to clients to ensure customer satisfaction

**Highlights:**

- Visited to other gulf regions and imparted product & Customer management / CRM training to distributor & ASP Head Office
- Visited multiple Distributor and ASP location for product training and service partner development in UAE
- Successfully lead and completed refurbishment project
- Successfully appointed new ASP's for other regions in GCC

**TVS-Electronics (Nokia Project), Delhi India, Aug'08 – Jul'16****Program In-charge****Role:**

- Dividing & distributed work between technicians as per their skill set; ensured targets are achieved on given time by RF
- Performed Initial Part Planning with Logistics Team for DOA Handsets
- Maintained team field rejection < 3%, as per KPIs
- Managed service tools, SW setup and technicians training; provided product specific training to service technician
- Executed day-to-day duties accurately and effectively; proved successful working within tight deadlines and fast-paced atmosphere

**Communication Media Products Pvt. Ltd. Delhi India, Aug'07 – Jul'08****Field Service Engineer****Role:**

- Authorized service center for Hitachi Electronics systems (Like: LCD's, Plasma's, Projectors, PA systems & so on)
- Provided solution at customer point; analyzed & solved problems in Projectors, LCD's
- Maintained documents in both soft & hard copies; tested equipment performance and established operation / servicing of equipment
- Performed onsite installation, modification and maintenance of systems and equipment

**ACCOMPLISHMENTS**

- Conflict Resolution - managed customer account inquiries, accurately providing information to ensure resolution of product/service complaints for maximum customer satisfaction
- Customer Follow-up – Ensured that customers were satisfied with company products and services by doing purchase follow-up calls
- Resolved product issue through consumer testing; achieved Sales Target by completing refurbishment with accuracy and effectiveness with Refurb Team