



## **Company Profile:-**

Apple Premium Reseller is the best place to test-drive and explore Apple products because it's the one place where you can find everything Apple and some of the most knowledgeable Apple trained staff to help you explore the great range of Apple products. Imagine Store staffs are with you from the minute you step into the store and strive to provide you with the best service to help you find the product that you need.

**POSITION :-** Service Engineer Trainee / Retail Executive Trainee

**FUNCTION :-** Service and sales

**REPORTING:-** MENTOR (Branch Head / Assistant Branch Manager)

**LOCATION :-** New Delhi / Jaipur / Gurgaon Center

**PERIOD OF Probation:-** Three Month Fixed Term

**OBJECTIVE:-** In Desktop, Laptop and Mobile

## **KEY JOB RESPONSIBILITIES**

### **Service Engineer Trainee:**

1. Good HW desktop
2. Good communication and customer handling skills.
3. Basic mobile and desktop knowledge
4. Positive attitude of working as a team..
5. Flexible for shifting
6. Polite with customer
7. mobile device management service (MDM),
8. your OS X Server must have a static Internet network address,
9. Fully qualified domain name and cannot be on a closed network.
10. OS X and iOS devices communicate with the server to obtain configuration profiles over the network.
11. Deliver across the entire app life cycle concept, design, build, deploy, test, release to app stores and support
12. Working directly with Servicing and product Executive to conceptualize, build, test and realize products Gather requirements around functionality and translate those requirements into elegant functional solutions
13. Build prototypes at tech scoping stage of projects

14. Working along the Service center to create and maintain a robust framework to Service the apps  
Working with the front end developers to build the interface with focus on usability features  
Create compelling device specific user interfaces and experiences
15. Standardizing the platform and in some cases apps to deliver across multiple brands with minimal duplication of effort Optimizing performance for the apps
16. Keep up to date on the latest industry trends in the mobile technologies
17. Explain technologies and solutions to technical and nontechnical stakeholder

**Sales Representative Job Duties:-**

- 1 Excellent communication skills
- 2 Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- 3 Opens customer accounts by recording account information.
- 4 Maintains customer records by updating account information.
- 5 Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- 6 Maintains financial accounts by processing customer adjustments.
- 7 Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- 8 Prepares product or service reports by collecting and analyzing customer information.
- 9 Contributes to team effort by accomplishing related results as needed.

**EDUCATION / QUALIFICATION:-**

B-Tech :- EC / EEE / MBA / BBA

**WORK EXPERIENCE:-**

**Fresher (0 to 1 year)**

**SALARY RANGE: -** Rs 1.00 LACS to Rs. 1.60 LACS (Depending upon no of year relevant work experience & skills)

**PERFORMANCE INCENTIVES:** Monthly performance incentives (best in Retail industry)

**STATUTORY BENEFITS after Training: -** 1. Employee Provident Fund

2. Self medi-claim benefit

3. ESI

**DOCUMENTS REQUIRED TO GENERATE FIXED TERM CONTRACT (FTC) LETTER**

1. Updated Resume
2. Valid ID/Address Proof
3. Mark sheet (10<sup>th</sup>,12<sup>th</sup>,Graduation )

