Neha Srivastava

Mobile Repair Technician

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PERSONAL STATEMENT

Mobile repair technician with 3 years of experience in Android and iPhone hardware repair at a multi-brand service centre and a local repair shop. Skilled in display, battery and charging-port replacement, micro-soldering, IC-level fault finding and authorised software updates, with a strong record of first-time fixes.

WORK EXPERIENCE

Mobile Repair Technician (Level 2) · Awadh Mobile Care Pvt Ltd, Lucknow — Feb 2024 – Present

- Repair 12 to 15 smartphones a day, covering display, battery, charging port, camera and speaker faults across major Android brands and iPhones.
- Handle level-2 board repairs such as charging IC, power IC and network section faults using a microscope, hot-air station and DC power supply.
- Maintain a first-time fix rate of 92% and a repeat-repair rate below 3% over the last 12 months.
- Follow ESD safety, data privacy and job-sheet procedures, and explain repair cost and time to customers before starting work.

Junior Repair Technician · Gomti Mobile Point, Lucknow — Jan 2023 – Jan 2024

- Replaced screens, batteries and back panels on about 250 phones a month in a busy retail repair shop.
- Learnt micro-soldering and jumper work under the senior technician, and began handling charging section repairs independently.
- Kept spare-part stock records and reduced wrong-part orders by checking model numbers before ordering.

EDUCATION

ITI in Electronics Mechanic (NCVT) · Government ITI, Aliganj, Lucknow, Lucknow — 2020 – 2022
Grade: 80%

12th (Intermediate) in Science · UP Board, Lucknow — 2018 – 2020
Grade: 67%

SKILLS

Smartphone hardware repair, Display and battery replacement, Micro-soldering, BGA reballing, Charging and power IC repair, Multimeter and DC power supply, Schematic and board-view reading, Authorised firmware updates

CORE SKILLS

- Fault diagnosis
- Customer communication
- ESD safety
- Data privacy
- Job-sheet documentation

CERTIFICATIONS

Mobile Phone Hardware Repair Technician · Electronics Sector Skills Council of India — Sep 2022

LANGUAGES

Hindi · Native, English · Professional

MakePerfectResume · Free