




# Pinakin Kanada

 Rajkot, Gujarat, India

 pinakinkanada5@gmail.com

 +91 8160131913

## Professional Summary

Results-driven Assistant Manager – Service Operations with 6+ years of experience in managing technical service centers, customer support, and team operations across leading brands including Apple, OnePlus, Redmi, and Realme. Skilled in-service management, inventory control, revenue generation, and customer satisfaction. Adept at coordinating with technical teams, resolving hardware/software issues, and driving operational efficiency.

## Professional Experience

### Venus Data Products Pvt. Ltd. (Apple Service Centre)

*Assistant Manager* | Aug 2021 – Dec 2025

- Manage service operations for Apple products (iPhone, MacBook, iPad, AirPods & accessories).
- Drive monthly revenue generation and support sales growth.
- Oversee inventory management, cash handling, billing, and KPI reporting.
- Guide technicians in diagnosing and repairing hardware/software failures.
- Coordinate daily with resolution teams, technical staff, and head office.
- Maintain documentation including logistics, accounts, insurance, and claims.
- Enhance customer experience through effective communication and problem resolution.

### Ashutosh Mobiles

*Service Operations Executive* | Jun 2020 – Jul 2021

- Managed service operations for multiple brands (Realme, Motorola, Nokia, Lenovo, JBL, WD).
- Generated revenue through efficient service management and customer engagement.
- Handled customer queries, complaints, and product resolutions.
- Stayed updated on upcoming products and technical solutions.

## **Qdigi Services Pvt. Ltd.**

*Service Operations & Team Support | Feb 2019 – Feb 2020*

- Led team handling and day-to-day service operations for Redmi & OnePlus devices.
- Managed inventory, reconciled transactions, and prepared KPI reports.
- Configured and troubleshoot wireless/wired connectivity devices.
- Repaired smartphones and wireless equipment for hardware/software failures.

## **Technical Skills and Core Competencies**

- Service & Operations Tools: QC, CRM, SAP (store-level knowledge), Accounting Tools
- Platforms: Android, iOS, Mac, Windows
- Software: MS Office (Word, Excel, PowerPoint)
- Troubleshooting & Configuration Tools
- Mobile Repairing
- Service Operations Management
- Team Leadership & Training
- Customer Relationship Management

## **Academic Qualifications**

Degree	University	Year	Percentage
B.C. A	Saurashtra University	2015	66.28%
H.S.C	GSHEB	2012	60.88%
S.S.C	GSEB	2010	55%

## **Personal Profile**

Date of Birth: 15th April 1995

Father's Name: Jitendrabhai B. Kanada

Languages Known: English, Hindi, Gujarati

I hereby declare that the information provided above is true to the best of my knowledge and belief.

**Pinakin Kanada**