

15 Cell Phone Repair Technician Interview Questions & Answers

This PDF is designed to help freshers and experienced candidates prepare for cell phone repair technician interviews. It covers commonly asked interview questions along with clear, practical answers. These questions are based on real interview scenarios from mobile phone service centers and repair workshops.

1. Tell me about yourself.

I have completed training in mobile phone repairing and gained hands-on experience with smartphones and Android devices. I enjoy diagnosing faults and improving my technical skills through practice.

2. What experience do you have in mobile repairing?

I have practical experience gained during training and hands-on practice. I have worked on common mobile phone issues such as screen replacement, battery problems, and charging faults.

3. What tools are used in mobile phone repair?

Common tools include screwdrivers, multimeter, hot air gun, power supply, and mobile opening tools.

4. What is the difference between hardware and software problems?

Hardware problems involve physical components like screens, batteries, or charging ports. Software problems relate to operating system issues, flashing errors, or boot problems.

5. How do you diagnose a dead phone?

I first check the power supply and battery, then inspect connectors and charging section, and finally examine the motherboard for faults.

6. Have you worked on iPhone repairs?

Yes, I have basic experience with tasks such as screen replacement and battery change. I am also willing to learn more advanced repairs.

7. How do you handle customer interaction?

I communicate clearly, explain the issue in simple language, and inform customers about repair time and cost.

8. What would you do if a repair fails?

I would recheck the diagnosis, identify the mistake, fix the issue properly, and inform the customer honestly.

9. Can you work under pressure?

Yes, I stay calm, follow proper procedures, and focus on quality even under pressure.

10. What safety precautions do you follow?

I follow ESD safety, use proper tools, and handle devices carefully to avoid damage.

11. What software tools have you used?

I have basic knowledge of flashing and diagnostic tools used for smartphones.

12. How do you improve your repair skills?

I practice regularly, learn from experienced technicians, and keep myself updated with new smartphone technologies.

13. Why should we hire you?

I am dedicated, eager to learn, and capable of working responsibly while maintaining quality standards.

14. What salary do you expect?

I am open to discussion and expect a salary based on my skills, experience, and growth opportunities.

15. When can you join?

I can join as per the company requirement after completing formalities.