



# MASON WILSON

Broadband Technician

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## PROFESSIONAL SUMMARY

Results-focused Broadband Technician with 5 years of expertise in fiber and copper installations, maintenance, and advanced troubleshooting. Demonstrated success in improving service quality and operational efficiency through proactive problem-solving and customer engagement. Passionate about optimizing network performance and delivering exceptional broadband solutions.

## WORK EXPERIENCE

### Broadband Technician/Executive

Pineapple Enterprises

📅 Jan / 2021-Ongoing

📍 Santa Monica, CA

1. Analyzes and troubleshoots technical issues related to fiber and copper networks.
2. Reviews service order requirements with customers, assessing telecommunication needs and recommending solutions.
3. Connects, disconnects, and secures various types of wiring and hardware to telecommunication systems.
4. Utilizes hand tools and electronic measuring devices, including HST and VOM, for installations and repairs.
5. Performs continuity and conformance testing to ensure network integrity.
6. Interprets technical drawings, maps, and service orders to execute installation tasks efficiently.
7. Designated to perform specialized tasks as per service requirements.

### Broadband Technician

Crescent Moon Design

📅 Jan / 2020-Jan / 2021

📍 Portland, OR

1. Delivers exceptional customer service aligned with company values, enhancing customer experience.
2. Educates customers on the use of installed products, clarifying agreements and billing procedures.
3. Assesses customer service levels and preferences, recommending suitable upgrades and additional products.
4. Addresses customer complaints effectively, ensuring resolution or appropriate escalation.

## EDUCATION

### Associate of Applied Science in Telecommunications

Tech University

📅 Jan / 2019 Jan / 2020

📍 Phoenix, AZ

Focused on telecommunications technology, including fiber optics and network management.

## SKILLS

### Circuit Design



### Telecommunications Systems



### Performance Optimization



### Cable Management



### Installation Procedures



## INTERESTS

🔧 Woodworking

🌠 Star Gazing

★ Theatre

🏠 Architecture

## STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

## LANGUAGES



English



Polish



Dutch

## ACHIEVEMENTS

★ Improved service response time by 30% through efficient troubleshooting practices.

★ Successfully installed and configured over 500 broadband connections, enhancing customer satisfaction.