

ROBERT SMITH

Comcast Contractor

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A hardworking and physical fit individual who has experience of picking, selecting, palletizing and storing goods in a warehouse who possess a variety of competencies that set my own apart from other candidates and have the ability to quickly assemble and fill orders to be shipped to customers.

NOVEMBER 2015 - 2020

COMCAST CONTRACTOR - FTS USA, LLC

- Repaired cable lines and installing cables for newly acquired service or equipment at home or in any business offices.
- Worked in feeder lines that provide service for a number of providers and can also work on drop line that provides service for a single home.
- Monitored the cable systems of customers to determine potential problems and ensure continuous service.
- Maintained the cable system coming from their company to avoid any disrupting cable service.
- Proactively worked to understand customer concerns and needs, and facilitated escalation and follow-up to resolve problems or concerns.
- Provided product quotations, entering and tracking orders, and maintain customer accounts.
- Provided information to potential customers interested in opening accounts for various utilities and communication services.

2013 - 2015

COMCAST CONTRACTOR - DELTA CORPORATION

- Installed new conduits in the ground for cable customers.
- Call customer and let them know about appointment -Drive to customers House.
- Check mainline from tap -Check work order -install boxes and internet .
- Provided telephone point of contact for cable technicians.
- Managed work orders including making payments and documenting appropriate information
- Install and troubleshoot cable modems, routers, switches, HD boxes Run drop lines areal and ground.
- Establish local and wide area networks for consumer and business customers.

EDUCATION

Business Management - (Lawson State Community College)



SKILLS

Trouble Shooting, Phone Services, Customer services.