

Robert Smith

Senior Communications Technician

CONTACT DETAILS

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PERSONAL STATEMENT

Obtain a position where I can maximize my management skills, quality assurance, program development, and training experience. To maintain the stability and organization of the company's operation.

WORK EXPERIENCE

Senior Communications Technician

ABC Corporation - January 2014 - November 2014

Responsibilities:

- Performs reconnects, and changes of service, while adhering to Comcast procedures and safe work practices, NEC and NESC requirements, and local ordinances in order to provide services to the customer.
- Pre-wires single dwelling units and multiple dwelling units (MDUs) in order to provide ready hook-up capabilities at the time of moving in.
- Completes associated paperwork with each work order in a timely manner in order to ensure all details of the work are recorded for entry in the customers account once the work is checked in Performs service calls.
- Reviews all requested services with the customer in order to ensure understanding and agreement.
- Troubleshoots the drop from the tap to the customers equipment.
- Installs and removes converters in order to provide customer with upgrades or downgrades in service and determines acceptability of service by reviewing picture quality following connection of cable service in order to provide the best possible service for the customer.
- Provides the customer with materials regarding channel lineup, use of converter, and company policies as they relate to the customer as well as demonstrates these skills in order to educate the customer on the use of the equipment and company guidelines Cleans, maintains, and stocks vehicle and equipment in order to be prepared to perform required duties.

Communications Technician

ABC Corporation - 2009 - 2014

Responsibilities:

- Fabricate, install, modify, refurbish, functionally checks, operate, monitor, and maintain electrical, electro-mechanical, and electronic devices and systems.
- Install electrical, electronic and electro-mechanical devices and systems.
- Fabricated a wide variety of assemblies/devices for use in such systems.
- Modify/refurbish/repair electrical, electronic and mechanical devices, equipment and systems to incorporate specified changes and to perform both preventive and corrective maintenance tasks.
- Operate and monitor such systems in support of tests of launches

SKILLS

Computer Knowledge,
speak spanish, great
customer service.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

- and/or stands by for emergency trouble clearance.
- Operated primary consoles in support of tests and launches.
- Validate and buy-off systems, devices, and equipment and provides direct technical support to engineering, Government/contractor agents or representatives..

Education

Currently Enrolled in Cybersecurity/Terrorism and critical infrastructure - 2013(University of Maryland University College - Adelphi, MD)