

ROBERT SMITH

Communications Technician

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To excel and grow within a company that offers a career-based foundation. To meet and exceed any requirements and learn every aspect of the company. To rise at the top of the mountain with a coke and a smile.

CORE COMPETENCIES

Photography, Customer Service, Time Management, Attention To Detail.

PROFESSIONAL EXPERIENCE

Communications Technician

ABC Corporation - March 2011 – October 2014

Key Deliverables:

- Responsible for working independently in customers home and outdoors to install XFINITY cable, internet and telecommunication service.
- Relocated cable, internet and PBX telecom equipment in accordance to company standards.
- Performed polarity, continuity testing, cross connect wiring and knowledgeable of telephone color code.
- Inspected equipment for preventative and corrective maintenance.
- Performed reconnects, requested and non-pay disconnects and change of service.
- Performed special assignments and resolve escalations with superior customer service.
- Performed commercial and residential audits and surveys.

Communications Technician

ABC Corporation - 2009 – 2011

Key Deliverables:

- Responsible for installing, relocating, troubleshooting and auditing cable service changes for residential and business customers.
- Perform basic troubleshooting from tap to customers electronic devices (TV, VCR, PC, etc) Follow company installation policies in compliance with MSO, OSHA and NEC standards.
- Maintain an up-to-date knowledge of customer premises, equipment and program service/listings in order to provide information to customers and market company products.
- Prepare and maintain time logs, reports and other related documentation in accordance with company and departmental policies.
- Maintain, organize and stock vehicle with proper equipment on a daily basis Perform other duties as requested by supervisor in order to achieve departmental goals and objectives.
- Interacting with customers on a daily bases, providing information regarding equipment, services offered, tending to inquiries, questions and resolving technical problems.
- Licensed to perform in home security systems..

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EDUCATION

- Electronic Systems Technician - (Lincoln Technical Institute - Mahwah, NJ)