



AVA DAVIS

DirecTV Technician

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PROFESSIONAL SUMMARY

Highly skilled DirecTV Technician with 7 years of extensive experience in satellite system installation, maintenance, and customer support. Proven ability to troubleshoot complex technical issues and optimize system performance, enhancing client satisfaction. Dedicated to providing exceptional service and educating customers on maximizing their viewing experience.

WORK EXPERIENCE

DirecTV Technician

📅 Mar / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Delivered exceptional customer service by installing, troubleshooting, and maintaining satellite television systems in residential and commercial settings.
2. Executed installations and repairs of satellite products while adhering to quality and safety standards.
3. Utilized advanced tools to test satellite dishes and indoor equipment, ensuring optimal performance.
4. Replaced faulty dishes and equipment promptly to minimize downtime for customers.
5. Provided personalized service by engaging with customers to meet their installation preferences.
6. Employed ladders and safety equipment for roof installations while maintaining compliance with safety regulations.
7. Leveraged handheld devices to achieve peak signal strength and enhance service reliability.

DirecTV Technician

📅 Mar / 2018-Mar / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Installed DirecTV systems in homes and businesses, demonstrating technical expertise and independence.
2. Resolved customer inquiries regarding DirecTV equipment and service options, providing tailored solutions.
3. Maintained accurate data entry of customer information for efficient service delivery.
4. Conducted thorough maintenance and service checks on all DirecTV installations to ensure peak performance.
5. Transitioned from call center support to field installation, enhancing hands-on technical skills.
6. Provided prompt troubleshooting and repair services for satellite issues encountered by customers.

EDUCATION

Associate of Applied Science in Electronics Technology

📅 Mar / 2015 - Mar / 2018

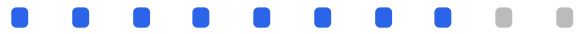
Tech Institute of Technology

📍 Seattle, WA

Focused on electronics principles and practical applications, emphasizing communication and installation skills.

SKILLS

Team Leadership



Technical Troubleshooting



Efficient Time Management



Cable Splicing



Reliability



Logistical Coordination



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES



English



French



Dutch

ACHIEVEMENTS

🌟 Successfully installed over 1,000 satellite systems, achieving a 98% customer satisfaction rating.

🌟 Reduced installation time by 20% through improved workflow and efficient problem-solving.

🌟 Trained 5 new technicians in installation procedures and customer service best practices.