

NOAH WILLIAMS

DirecTV Technician

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PROFESSIONAL SUMMARY

Results-oriented DirecTV Technician with over 10 years of specialized experience in satellite system installation and customer service. Proven expertise in diagnosing technical issues, optimizing equipment performance, and ensuring high levels of customer satisfaction. Committed to delivering outstanding service and empowering clients with knowledge about their systems for an enhanced viewing experience.

WORK EXPERIENCE

DirecTV Technician Mar / 2019-Ongoing
Quantum Solutions LLC Phoenix, AZ

- 1. Installed and configured DirecTV satellite systems for residential and commercial clients, ensuring optimal signal quality.
- 2. Diagnosed and resolved technical issues, enhancing customer satisfaction and system performance.
- 3. Maintained accurate records of installations and service calls, ensuring efficient workflow.
- 4. Provided exceptional customer support, addressing inquiries and troubleshooting issues in real-time.
- 5. Conducted regular inspections and maintenance of installed systems to guarantee compliance with quality standards.
- 6. Collaborated with dispatch teams to optimize service routes and reduce response times.
- 7. Utilized industry knowledge to educate clients on product usage, enhancing their viewing experience.

DirecTV Technician Mar / 2015-Mar / 2019
Silver Lake Enterprises Seattle, WA

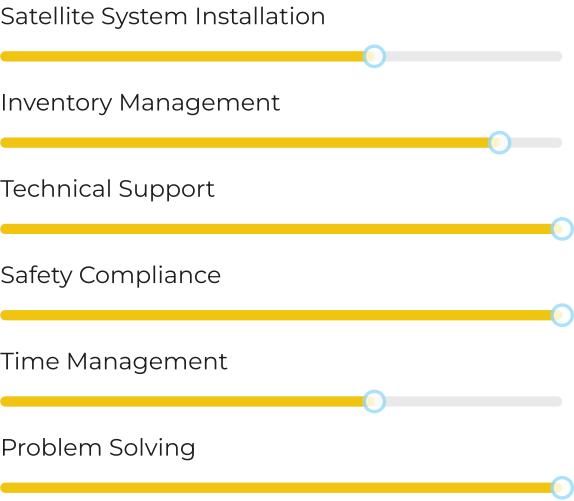
- 1. Executed installation of DirecTV dish antennas, ensuring proper alignment and functionality.
- 2. Operated and maintained company vehicles, adhering to safety regulations and company policies.
- 3. Ran coaxial cables and performed necessary wiring to connect customers to satellite services.
- 4. Handled troubleshooting and repairs of satellite equipment, ensuring minimal downtime for customers.
- 5. Engaged with customers to provide updates and gather feedback on service quality.
- 6. Conducted quality assurance checks on installations, ensuring compliance with technical standards.

EDUCATION

Associate of Applied Science in Electronics Mar / 2012 Mar / 2015
Tech University Denver, CO

Studied electronics principles, focusing on satellite communication systems and troubleshooting techniques.

SKILLS



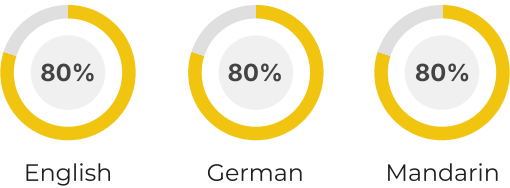
INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

LANGUAGES



ACHIEVEMENTS

- Successfully installed over 1,500 satellite systems, achieving a 98% customer satisfaction rating.
- Streamlined installation processes, reducing average service time by 20%.