

ROBERT SMITH

DSL Technician

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A hardworking resource full is responsible with Strong background in production goals.

JUNE 2000 - MAY 2005

DSL TECHNICIAN - ABC CORPORATION

- Confer with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Managed care reps when management was off the floor responsible for management duties and floor support.
- Take incoming calls from customers with potential issues with their service.
- Troubleshoot computers to get them connected or reconnected.
- Installed and repaired DSL lines outside plant and in-house wiring Issues as well as configure computers for DSL service.
- Installation and troubleshooting of Verizon (ILECs) DSL Internet over copper POTS (VOIP) lines (commercial and residential).

1999 - 2000

DSL TECHNICIAN - DELTA CORPORATION

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain .
- Check to ensure that appropriate changes were made to resolve customers problems.
- DSL Team Lead/ Managed care reps when management was off the floor responsible for managment duties and floor support.
- Take incoming calls from customers with potential issues with their service Troubleshoot computers to get them connected or reconnected to the .
- Installed and repaired DSL lines outside plant and in house wiring Issues as well as configure computers foe DSL service.
- Installation and troubleshooting of Verizon (ILECs) DSL Internet over copper POTS (VOIP) lines (commercial and residential).
- Technology Used ISP, OSHA, Cisco Switches, Cisco Routers, Ethernet, VOIP, ADSL, SDSL, ISDN, WAP, WLAN, DNS DHCP, RS-232, demarc, CAT5E, cable trays,

EDUCATION

Electronics and computer technology - 1997(DeVry University-Chicago - Chicago, IL)

SKILLS

Painting, Drywall Finishing, Forklift Operator.