ROBERT SMITH

Fiber Technician

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Versatile Fiber Technician with expertise in configuring/installing networks (both commercial and home), troubleshooting, diagnostics, and working independently. Provides quality workmanship in a courteous professional manner. Diligent and focused with a strong commitment to providing superior service.

FEBRUARY 2014 – 2022

FIBER TECHNICIAN - ITC SERVICE GROUP

- Previewed the days assigned installations prior to the team meeting with our supervisor and master technicians.
- Conducted customer consultations at every installation detailing what we are going to be installing in the residence and exactly how we will be doing it.
- Ran new Ethernet and coax cabling as needed to provide the service to all installed devices.
- Connected all new devices and calibrate each one as needed to provide the best service possible.
- Secured all new and existing wiring inside and outside the residence in accordance with company policy.
- Instructed the customer on how to manage their account online and contact our customer service team with any issues that may arise.
- Troubleshoot internet from the router to the customer windows or Macintosh.

2012 – 2014

FIBER TECHNICIAN - DELTA CORPORATION

- Traveled all around and spliced fiber to the home projects, Emergency restoration, new builds and closure swap outs.
- Ive spliced for companies like Intel, Google, level3 and Astound in the San Francisco area and many other companies around the US.
- to 2015) Build, polish, and clean pigtails for lasers and other fiber optic devices.
- Became proficient with closures from broad range of manufactures (3M, Tyco, Coyote, PLP, Preform.
- Performed emergency restoration for Zayo, Level 3 & Verizon networks - OTDR troubleshooting in numerous applications - Fusion splice ribbon & single, .
- Install and maintain fiber optic networks, including termination of single-mode and multi-mode fiber, fusion splicing and hand polishing.
- Installation and service of FTTH system, splicing of the fiber backbone transport and fiber feed to the residential and commercial customers.

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EDUCATION

BA In Computer Science

SKILLS

Microsoft Office, Graphic Design, Music Production.