

Premises Technician

ROBERT SMITH

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Objective

Resourceful and innovative professional seeking an opportunity. Offer strong and comprehensive experience in positions with highly transferrable skills. A dynamic, high-performance achiever with a drive for results and demonstrated strengths in building sound customer relationships.

Skills

Microsoft-Word, Power point, Excel.

Work Experience

Premises Technician

ABC Corporation - December 2012 - December 2013

- Performs all work from and including the Serving Terminal up to and including the customer premises for IP enabled products and services.
- Performs all aspects of installing, repairing, disconnecting, modifying, upgrading and downgrading of customer service offerings, including CPE and inside wire.
- Performs inspections on CPE and takes actions based on the results of such inspections to ensure services are working properly.
- Performs other miscellaneous technical, administrative and clerical functions as assigned and communicates with customers.
- Installed, repaired, disconnected, modified, downgraded and upgraded CPE, including set-top boxes, residential and home entertainment gateways, home networking and WiFi equipment; inside wire, including COAX, cat3 and cat5; and station connection materials.
- Installed and rearranged inside wire for IPTV, VoIP and high speed internet/DSL services on the Lightspeed network.
- Performed work in buildings, attics, basements and crawl spaces, involving kneeling, stooping, bending, crouching, crawling or other uncomfortable positions.

Premises Technician

ABC Corporation - 2011 - 2012

- Drive to locations which were generally customers homes.
- Climb telephone poles and run lines from pole to inside the house.
- Fix and troubleshoot any problems customer may have.
- Had to provide excellent customer service EVERY time due to follow up surveys.
- Liked that because it kept me working and always asking if there was something more to do for the customer.
- With that being our number one priority even more so than the actual purchase I feel as though I acquired a great deal of tolerance and understanding in tense situations and have become very efficient at diffusing said situations.
- Skills Used exemplary customer service, punctuality, problem solving/diffusing skills..

Education