

# ROBERT SMITH

## Associate Telecommunication Specialist

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### SUMMARY

Seeking a professional Telecommunication Specialist position where can utilize knowledge and understanding of customer service and customer relations to provide better service to agents as well as the clients.

### CORE COMPETENCIES

Customer Service, Microsoft Office, Telephone , training, software documentation.

### PROFESSIONAL EXPERIENCE

#### Associate Telecommunication Specialist

**TEKsystems - April 2014 – 2020**

##### Key Deliverables:

- Tests circuits and components of malfunctioning telecommunications equipment to isolate sources of malfunctions, using test meters, circuit diagrams, polarity probes, and other hand tools.
- Tests repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation.
- Routes and connects cables and lines to switches, switchboard equipment, and distributing frames, using wire-wrap guns or soldering irons to connect wires to terminals.
- Runs wires between components and to outside cable systems, connecting them to wires from telephone poles or underground cable accesses.
- Tests connections to ensure that power supplies are adequate and that communications links function.
- Inspects equipment on a regular basis in order to ensure proper functioning.
- Repairs or replaces faulty equipment such as defective and damaged telephones, wires, switching system components, and associated equipment.

#### Telecommunication Specialist

**Delta Corporation - 2010 – 2014**

##### Key Deliverables:

- Debug and maintain server-web base applications.
- Address performances issues and implement recovery procedures.
- Work with development to optimize program for client use.
- Decline software deficiencies and develop plans to improve performance Research technology solutions and make recommendations to IT management for .
- This was my first job in high school.
- Would call individuals and ask them for donations to various programs.
- Was a telecommunications specialist that included representing AT&T to ensure their current customers remained satisfied with the company and product.

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**EDUCATION**

Education - (Dutchess Community College - Poughkeepsie, NY)

