Robert Smith

Jr. Telecommunications Technician

CONTACT DETAILS

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PERSONAL STATEMENT

A hardworking individual with strong customer service and leadership skills. Seeking to apply skills to fill an entry-level position as a clerk. Looking forward to an opportunity to grow and become a skilled and contributing member of a purpose-driven team striving for excellence.

WORK EXPERIENCE

Jr. Telecommunications Technician

ABC Corporation - December 1995 – March 2000

Responsibilities:

- Rendered direct supervision to field service technicians.
- Determined and addressed complex service matters through expert maintenance and installation of telecommunications equipment and products.
- Observed diagnostic issues and made use of test instruments in troubleshooting network hardware.
- Set up and conducted testing to different communication equipment and services to the specified configurations.
- Guaranteed proper working order for the latest and simplified network services.
- Applied efficient time management skills to meet customers commitments and deadlines.
- Coordinated with internal and external clients in providing exceptional customer service.

Telecommunications Technician

ABC Corporation - 1994 – 1995

Responsibilities:

- Telecommunicator Answer emergency and non emergency requests for service from the public and other agencies.
- Assist the public with problems by providing information and direction.
- Dispatch via radio or telephone appropriate Police, Fire, EMS and other emergency management agencies.
- Provides pre-arrival instructions to callers in distress including emergency medical information.
- Determines priority of all calls prior to dispatch of appropriate agencies as well as maintaining accurate records of calls and there disposition.
- Monitors radio transmissions from other agencies as well as receiving and responding to transmissions from officers and field units.
- Enters, updates, and retrieves information from teletype networks and computerized data systems regarding things as wanted persons, stolen property, vehicle registration, and stolen vehicles.

SKILLS

Dependability, Reliable, Respondable, Self-Motivated, Ability to Work.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Master of Science in Management - 2014(Michigan State University)

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