

JANE SMITH

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TELECOMMUNICATIONS TECHNICIAN WITH 8+ YEARS OF INDUSTRY EXPERIENCE

Fiber Optic & Copper Cable Splicing/Customer Service & Support/Safety & Regulatory Compliance

PROFESSIONAL SUMMARY

An innovative and solutions-oriented Telecommunications Technician contributing 8+ years of progressive industry experience working in outside field-based environments. A performer and troubleshooter able to successfully prioritize workflow, field and resolve issues, manage multiple and concurrent projects and responsibilities, and meet and exceed challenging goals and objectives. Quick learner, with the ability to rapidly achieve organizational integration, easily assimilate job requirements, and aggressively employ new ideas, methods, and technologies. Strong troubleshooting background in networking, communications infrastructure, and installation equipment. Superior knowledge of installation of ducts and conduits, pulling cables, and terminating, testing, splicing, and repairing copper and fiber optic cabling. Maintains an ongoing commitment to safety, quality, and productivity. Highly developed interpersonal, analytical, critical-thinking and troubleshooting skills. Familiar with BICSI standards.

CORE COMPETENCIES

- *Quality Standards/Assurance*
- *Technical Support/Assistance*
- *Service/Repair/Adjustments*
- *Safety/Regulatory Compliance*
- *Test Maintenance/Regression*
- *Customer Service/Support*
- *Requirement/Trend Analysis*
- *Test Automation/Planning*
- *On-Site/Field Surveys*
- *Electronic Measuring Devices*
- *Systems Testing/Management*
- *Blueprint/Schematic Application*
- *Performance Tracking/Reporting*
- *Research/Investigation/Analysis*
- *Project Leadership/Direction*

CERTIFICATIONS

- Certified Fiber Optic Technician

PROFESSIONAL DEVELOPMENT/ADVANCED TRAINING

- Basic Cable Splicing • Basic Telephone Installation (BTI) Test Out • Drivers Training
- Fiber Optic Termination Basics Course • Basic Installation & Maintenance Course
- The Professionals Forklift Operator's Training

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Jul. 2000 - Present
Assistant Technician - Pre-Provisioning (Jun. 2006 - Nov. 2008)

A leading telecommunications carrier and subsidiary of ABC Inc., the third largest telecommunications company in the United States; provides voice, Internet data services, and digital television to customers ranging from Fortune 500 companies to individual consumers.

- Coordinated and oversaw the installation, maintenance, provisioning, and repair of Server Name Indications (SNI)'s; connected telecom wire and cables to terminals and pedestals, attached and detached hardware to wires, cables, and buildings, and performed cross connections in remote cross boxes.
- Utilized superior customer service skills with customers; provided frequent status updates and effectively communicated ideas, problems, and possible resolutions.
- Documented technical issues using appropriate trouble ticket systems; followed established escalation processes and procedures and reported findings to supervisor.
- Demonstrated ability in the use of hand tools, power tools, and specialty tools, including electronic measuring devices.
- Oversaw testing and preventative maintenance procedures; performed five (5) point testing.
- Implemented operational procedures with respect to safety policies; recognized hazards, minimized risk, and enforced and maintained a culture of safety at all times.

Selected Accomplishments:

- Winner, Employee-to-Employee Award for refurbishing telecom cabinets prior to national convention deadline, May 2008.
- Recipient, Certificate of Recognition for one (1) year of outstanding attendance, 2007.

PROFESSIONAL EXPERIENCE (CONTINUED)

Assistant Technician/Cable Splicer (Jul. 2000 - May 2006)

- Oversaw and performed the installation, troubleshooting, testing, servicing, maintenance, and repair of fiber optic and copper cables; performed cable splicing, conducted continuity testing, and diagnosed problems using Sidekick and 965 Dynatel.
- Coordinated on-site activities including site surveys, electrical and optical cabling, and power and equipment installation.
- Interpreted complex engineering blueprints and diagrams to determine the location of wiring and equipment and to ensure conformance to building and safety codes.
- Prepared and maintained splicing records, schematics, and diagrams.
- Maintained direct oversight for workflow; prioritized incoming requests and ensured timely completion of work orders.
- Independently performed skilled work with little supervision; interpreted work orders, read outside plant maps, and identified hazards, defects, and cables in need of repair or adjustment.
- Diagnosed malfunctioning systems, apparatus, and components; located breakdown causes and corrected problems.
- Demonstrated proficiency with power and hydraulic equipment including take-up machines and forklifts.

References Furnished Upon Request