

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

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Meticulous Digital Technician, excellent at juggling multiple tasks and working under pressure. Strong time-management and communication skills. Works well across silos to ensure a positive customer experience. Broad industry experience includes, OSP Construction, DEG, and SSI&M.

## SKILLS

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MS Office proficient  
Wireless Technology knowledge  
Familiar with Windows and Mac OSX

## ACCOMPLISHMENTS

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Received "Service Excellence" Award in 4th Quarter 2010.  
Assisted in training new Digital Technicians.  
Relieving Supervisor when needed

## EXPERIENCE

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### 08/2000 to Current **Digital Technician**

At & T – Lawrenceville, GA

Installed, repaired and performed preventative maintenance on digital services and hardware and software in the outside plant environment.

Installs and/or repair complex premises equipment, such as E911.

Performs tests to insure that circuits meet requirements or to perform repair work.

Reads and interprets service orders, WORD documents, circuit diagrams, blue prints and follow standard practices.

Interacts with customer to verify that work to be done as requested; evaluates customers needs; takes action to satisfy the customer and enhance the company's image.

### 09/1998 to 08/2000 **Outside Plant Technician**

At&T – Citrus Heights, CA

Connects wires and cables to terminals and attaches or detaches various kinds of hardware to wires, cables, buildings, or poles.

Splices and tests PIC and fiber optic cable and makes appropriate enclosures.

Provides consistent, respectful and professional internal/external customer care. Initializes and maintains an open line of communication to ensure all customers receive the highest level of customer satisfaction possible.

## EDUCATION

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### BBA: Business Administration

Northwestern State University - Natchitoches, LA

Pursuit of degree In Progress