

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SKILLS

- System Repair
- Safety practices
- Troubleshooting systems
- Supervision
- Process improvement
- Team management
- Operational improvement
- Problem resolution
- Diagnostic Procedures
- Testing Devices
- Diagnosing Faults
- Aviation Electronics
- Lockout and Tagout Processes
- Quality Assurance Checks
- Production Processes
- Helicopter Maintenance
- Service Records
- Aircraft Systems Assembly
- Aircraft Servicing
- Electronic Schematics
- Electrical Work
- System Layouts
- Product Reliability
- Operating System Testing
- Advanced Troubleshooting
- Basic Tools
- Electrical Component Adjustment
- Electrical theory mastery
- Flight tests conducting
- Aviation systems mastery
- Manual interpretation
- Aircraft avionics troubleshooting
- Root Cause Analysis
- Schematics understanding
- Electrical equipment repair
- Circuit wiring
- Navigation systems understanding
- System components
- Flexible and Adaptable

## EDUCATION AND TRAINING

Millard High School  
Fillmore, UT  
High School Diploma

## SUMMARY

Experienced Aviation Electrician with over 27 years of experience 9 years with Aviation Electrician Mechanic and 26 years Communication Industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. Resourceful Aviation Electronics Technician adept at assembling and installing electrical components in diverse aircraft. Expertise in replacing electrical controls, junction boxes and switches. Mastery in working with various hand tools and testing equipment, including Voltmeter and Eclypse Testing equipment.

## EXPERIENCE

**Grande Communications Networks, Llc - Aviation Electrician**  
San Marcos, TX • 05/2022 - Current

- I am Wage Lead alternate
- Installed electrical and electronic components and assemblies.
- Supported our team with evaluation of lab system repairs, modifications and upgrades.
- Evaluated, specified, ordered, tested, configured and tracked aircraft and lab assets for company requirements.
- Set up and operated precision test equipment for alignment, troubleshooting and testing of electrical equipment and systems.
- Troubleshoot avionic systems and restored lab simulator functionality in event of failure or component discrepancies.
- Troubleshoot electrical avionic systems and restored lab simulator functionality in event of failure or component discrepancies.
- Laid out installation of aircraft systems following documentation such as wiring diagrams, blueprints, and manuals.
- Adjusted, repaired and replaced malfunctioning components or assemblies using hand tools.
- Tested electrical aircraft systems, components and equipment for compliance with standards and to uncover any malfunctions.
- Repaired and installed wiring, connectors, control boxes antennas and other pieces.
- Performed thorough visual and physical inspections of all electrical parts.
- Utilized testing equipment such as oscilloscopes, ammeters and ohmmeters.
- Diagnosed faults and developed resolution plans.
- Completed quality assurance checks for service work and completed documentation outlining updates.
- Completed preventive and reparative maintenance on aircraft electronics and computer systems.
- Assessed aircraft electrical systems to evaluate proper functioning.
- Maintained in-depth knowledge of electrical standards, electrical procedures and flight instrumentation to accomplish goal..

**Grande Communications Networks, Llc - Broadband Technician**  
Arlington, MA • 11/2012 - 05/2022

- Worked with Low and High Voltage from 48 VDC to 220 VDC
- Installed and provided troubleshooting and customer training for high-speed internet and telecommunication systems.
- Utilized industry equipment to analyze, identify and resolve technical problems.
- Trained new employees to properly perform installations and repairs.
- Complied with all company quality, security and safety guidelines.
- Work with varies test equipment from 573 fault locators, HST-3000, all-in-one meters for test High speed internet.
- Worked closely with network administrators and server engineers to deliver quality service.
- Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
- Read blueprints and schematics to correctly place equipment.
- Installed and configured new devices and system components.
- Coordinated installation of new users and relocations of existing users.
- Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Provided installation, service and maintenance for broadband internet and digital telephone service.

**Grande Communications Networks, Llc - Broadband Technician**  
Seattle, WA • 02/2008 - 11/2012

- Installed and provided troubleshooting and customer training for high-speed internet and telecommunication systems.
- Utilized industry equipment to analyze, identify and resolve technical problems.
- Trained new employees to properly perform installations and repairs.
- Work with different sizes of Coax cables.
- Used HST-3000 for trouble shooting

• Provided customer with information and requirements for all services.

- Complied with all company quality, security and safety guidelines.
- Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.

• Responded to service requests during and after business hours.

- Read blueprints and schematics to correctly place equipment.

• Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

• Maintained excellent attendance record, consistently arriving to work on time.

- Resolved conflicts and negotiated mutually beneficial agreements between parties.

• Worked closely with network administrators and server engineers to deliver quality service.

- Set up networks and computers for business and residential customers.

• Installed and configured new devices and system components.

- Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.

• Coordinated installation of new users and relocations of existing users.

**Kbr - Broadband Technician**

Hillsborough, NC • 06/1997 - 02/2008

- Installed and provided troubleshooting and customer training for high-speed internet and telecommunication systems.
- Utilized industry equipment to analyze, identify and resolve technical problems.
- Trained new employees to properly perform installations and repairs.
- Was Cable repair working with 710 splicing tools

• Used different testing equipment for fault location

**Cdi Corp. - Cable Splicer**

City, STATE • 11/1996 - 06/1997

- Read blueprints and schematics to correctly place equipment.

• Researched and recommended network and data communications hardware and software.

- Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.

• Responded to service requests during and after business hours.

- Worked closely with network administrators and server engineers to deliver quality service.

• Installed and configured new devices and system components.

- Set up networks and computers for business and residential customers.

• Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.

- Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.

• Maintained excellent attendance record, consistently arriving to work on time.

**US Navy - Aviation Ordnance/Electrician's Mate**

City, STATE • 05/1989 - 01/1997

- Worked closely with crew members in intense, quickly changing and dangerous environments.

• Performed regular inspections on Weapon systems to verify regulation compliance.

- Maintained operations for aviation ordnance shops, armories, and storage facilities.

• Inspected, reviewed, maintained and repaired weapon systems.

- Prepared, reviewed, maintained and inspected compliance with directives and reports.

• Completed Safety and Inspection at sea on flight decks and ashore in hangars.

- Inspected, assembled and tested aviation ammunition, including Bombs and 20mm ammunition.

• Serviced aircraft guns and rockets and assembled and tested air-launched guided missiles.

- Installed and loaded aerial mines to rockets with precision and exceptional care.

• Received, inspected, packaged, stored, handled and processed weapon shipments.

- Placed parts on racks in enclosed rooms, into tumbling barrels or into cabinets to prepare for sandblasting.

• Operated and adjusted valves on equipment to regulate pressure and composition of abrasive mixture.

- Monitored employee safety and coached workers on safety standards and procedures to prevent injuries.

• Examined and checked over finished parts to assess compliance to specifications.

- Trained 8 new employees on company policies and protocols.

• Maintained and repaired electronic testing equipment enabling average of 100% maintenance availability.

- Increased performance by doubling as In Flight Vibration Analyst saving time and steps in repair process.

• Motivated technicians through example and assisted on completing timely work.

- Cultivated safe and organized work area by maintaining active control over tools and equipment and retaining FOD awareness at all times.