

## Contact Information

### Email

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### Address

21315 Roscoe Blvd

Canoga Park, Ca

### Phone

(909)-443-0070

## Skills

- FCC Certified
- Experience in Networking
- Excellent in (VOIP) Installation & Troubleshooting
- CCENT certified
- CCNA Certification (In Progress) Excellent Time and
- Resource Management Skills Excellent Communication and
- Customer Service Skills Very Proficient in Sub-netting &
- Coaxial (Cat 5&6) Installation Very Proficient in Installation Related Power/Hand &
- Software /Hardware Tools Very Proficient in Sales and Marketing

## Joshua Burnett

Objective /experience summary : *To expand upon 10 years of IT management, and telecommunications technical expertise. Allowing for the utilization of existing skills, and the acquisition of new ones, in order to become a valued and versatile asset to your company.*

### Experience

#### Spectrum Current

#### Field Tech V

Daily task include performing basic to complex installation of & troubleshoot/repair coax based phone, Internet or video services in a residential and commercial environment. (Small to medium businesses) From the tap to the connection of CPE; including but not limited to, all necessary wiring of both interior & exterior associated equipment in the forward & return signal path of the customer premise network. Surveying, install, & maintain Wi-Fi Network products to include routers, gateway servers, Ethernet switches & wireless access points & other components within HFC-based customers. Interact with business customers & their reps, demonstrating an understanding of & regard for the unique priorities of business clients. Work with customer technical support personnel to diagnose & correct service related issues. Respond to equipment failures, trouble shoot & repair equipment while providing the customer with productive communications regarding repair process.

#### Converge One

April-2018

Feb 2020

Ontario, CA

#### Service Desk Analyst

Provided excellent customer service troubleshooting, utilizing Two-Ticket Systems Alert, Connect-Wise. Demonstrated proficiency in Active Directory and Exchange Server, 0365. Provided On-site training, and remote software installation. Managed (remote site) account(s) using Meraki as well as Science logic . Designed/set-up work station and software. Proficient in website troubleshooting/connection issues, have worked with Bit-Locker/proficient in pin recovery. I have most of my experience with Microsoft but I have also worked with mac operating system . In addition I acquired basic CLI knowledge which assisted me in troubleshooting router and switches.

#### AT&T

Riverside, CA

September-2014 to

December 18

#### Premises Technician

Installation and repair of all AT&T Internet, satellite and telecommunication products for commercial and residential customers. Maintained inventory, performed pair changing /port swaps and sub-netting services. I also terminated Ethernet and coax cable . I ran drops and have ladder safety knowledge as well as pole climbing and defensive drive .

### Education

#### University of Phoenix

Ontario, California

In Progress

#### ● Bachelor of Science Network Administration

#### Santana High School

Rowland Heights,

California

#### ● High School

Honor Roll 3.44 GPA