

# Natnael Abrham

## **Broadband Internet & Satellite TV Technician - DISH**

Los Angeles, CA

[natnaelabrham@gmail.com](mailto:natnaelabrham@gmail.com)

323-770-1053

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Broadband Internet & Satellite TV Technician**

DISH - Hawthorne, CA

2008 to Present

- \*Install and service satellite television systems and broadband connectivity for residential and commercial customers, planning and completing cable installations, equipment programming and calibration, system validation and testing, and post-installation technical support.
- \*Check and tune systems for strong connectivity to provisioned services, including ensuring proper positioning of satellite receivers, configuring network addressing, DNS resolution, and performing latency tests on broadband modems.
- \*Diagnose and resolve customer-reported issues to drive high levels of customer satisfaction as well as ensuring service uptime and availability.
- \*Ensure that all installation and service efforts align with building codes, regulations, and standards governing broadcast and telecommunications systems.
- \*Train and assist new technicians during installation projects, educating technical teams in service quality standards while ensuring high levels of customer service.
- \*Coordinate repairs, upgrades, and replacement of on-premises equipment.

### **Satellite Television Technician**

DIRECTV - Dominguez, CA

2007 to 2008

- \*Performed onsite installation and technical support of satellite television equipment; diagnosed and repaired issues with hardware and connection signals.
- \*Delivered comprehensive support services including system implementations, moves, adds, changes, and support, performing services according to company policies, procedures, and standards.
- \*Evaluated customer sites to formulate and present best cases for new system integrations.

### **Part time Sub-contractor**

Hellotech - Los Angeles, CA

January 2017

- A low voltage and in home services technician with Hello tech since 2017.
- Worked on personal computer repair and installs for small businesses and individuals alike.
- Smart home installations including different kinds of home alarm systems, IP cameras, remote adjustable beds, voice control systems, smart plugs, etc.

- In customer service, Achieved a rating of 4.8/5 and helped so many small business and individual clients with numerous type of installation and troubleshooting challenges.

## Education

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### **Associate of Arts in Computer Science**

WEST LOS ANGELES COLLEGE - Los Angeles, CA

### **Certificate in Electronics & Computer Repair**

EAST LA OCCUPATIONAL CENTER - Los Angeles, CA

## Skills

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- .net
- C+
- Cabling
- Dhcp
- Dns
- Low Voltage
- TCP
- LAN
- Linux
- Operating Systems
- TCP/IP
- Computer Networking
- Active Directory

## Certifications and Licenses

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### **A+ Certified**

October 2009 to Present