

Aaron Dela Cruz

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Education

Mt. Hood Community College. Gresham, OR

Associate of Applied Science

Automotive Technology Program 2006-2008

Skills

10+ years of experience in the telecommunication industry, on installing, troubleshooting, and repairing various telecommunications devices. Familiar with common computer software applications, such as Office 360 and Windows operating systems. Experience in building desktop computers and deployment of software upgrades. Strong mechanical and electrical background skills from the 3 years in the automotive industry. Excellent in time management while maintaining effective and positive communications.

Work History

Network Technician 7/13/2016 - 2/21/20

CenturyLink, Inc. Portland, OR

- Install and repair aerial/underground fiber optic and copper drops lines.
- Install telecommunications equipment, including copper or fiber based broadband modems, set-top boxes for video services, and fiber optic terminals ONTs.
- Configure wireless access point for residential and commercial customers.
- Troubleshoot fiber optic light levels for connectivity and performance issues including conformance testing of telephone copper wires for dsl and pots lines.
- Explain to customers about product features and services. Demonstrate how to perform basic troubleshooting and service up keep.

Communication Technician 7/7/2009 - 7/12/16

Comcast, Corp. Portland, OR

- Installed telecommunications equipment including HFC based modems, set-top boxes, routers, and residential alarm systems.
- Install and repair aerial/underground coaxial drop cable, including premise phone wiring, and other related cabling.
- Setup wireless access point for residential and commercial customers.
- Provided on site field technician support for commercial service interruption outside regular business hours.

- Perform on premise customer service for various products and services including equipment upgrades and service up sales.

Service Technician 6/4/2006 - 7/2/2009

Swickard Honda (former Gladstone Honda). Gladstone, OR

- Identify drivability issues, through the use of a computerized diagnostic equipment.
- Perform mechanical repair/replace items such as the transmission , timing belt, and other drivetrain components.
- Perform basic maintenance, including changing oil, maintenance tuneups, valve adjustments, tire rotation, and other scheduled maintenance.
- Explain in detail the problems and the repair solutions needed to restore vehicle roadworthiness to clients.