

Emad Abualadas

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Objective

Seeking a challenging career in which I can utilize my knowledge, experience and Learning abilities .So that my personal continuous improvement become a catalyst To creating, facilitating and achieving continuous improvement in the organization I work for.

Experience

Comcast corporation , Burlingame, CA

2018-2021

Field technician

- Responded in a timely fashion to customer locations for scheduled installations.
- Inspected installation sites to determine best line placement.
- Drilled holes when needed and ran lines.
- Installed Xfinity entertainment systems regular cable systems networking systems and security systems.
- Tested all installed components to insure they were working properly.
- Activated new installations on-site.
- Gave customers brief tutorials on their new equipment.
- Responded to Comcast repair calls.
- Tested existing systems with which customers were experiencing problems.
- Tested lines and signals using meters and tools.
- Replaced lines as needed.
- If issue was not Comcast's fault gave customer explanation and price quote for repair to site issues.
- Exhibited excellent customer responsiveness and received high marks on telephone and computer surveys.
- Successfully completed intensive technician training course provided by Comcast after being hired.

Ammarco Incorporation, San Jose, CA

2013-2017

IT Support Technician (sub-contractor)

- Installed and maintained company's and computer systems and network.
- Performed upgrades and installed updates.
- Completed troubleshooting and repair when computers had problems.
- Assisted offices staff with computer application questions.
- Recommended computer products and applications to improve productivity.

Owens Community College, Toledo, OH

1/2012 - 2/2013

IT Help Desk

- Issue and update tickets pertaining to software and hardware problems through the help desk database, and troubleshoot those issues.
- Update knowledge base, FAQs and documentation highlighting problems and resolutions.
- Support multiple networked computer labs as required.

Dish network /Digital dish, Waterville, OH

3/2011-1/2012

Satellite technician

- Completed in-home satellite installations for customers.
- Conducted site surveys to determine best satellite dish placement for signal access.
- Determined whether satellite dish needed to be placed on roof side of building or pole-mounted.
- If pole mounting was necessary then dug hole placed pole and poured concrete around the base.
- For wires running from poles to homes dug trenches to bury the wire so it wouldn't be unsightly.
- Drilled small holes into homes to run the wire inside.
- Completed appropriate satellite dish mounting using brackets and mounts.

