



Dwayne Watkins

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Summary and Objective

Experienced professional with a strong background in computer and cabling services and data wiring. Seeking new opportunities to leverage my expertise and contribute to a profitable and sustainable company in a meaningful way. Eager to join a dynamic team where I can continue to grow and make a positive impact.

Education

- Asa Philip Randolph Academies of Technology, Jacksonville Florida -High School-Diploma
 - August 2009-June 2013
- Florida State College at Jacksonville Florida -A.S Computer Information Technology
 - Currently Enrolled

Work Experience

Comcast/Xfinity - Jacksonville, Florida August 2017-Present:Residential Cable and Internet Service Technician

- Ability to operate company vehicle safely using defensive driving tactics.
- Ability to use signal testing equipment and other handheld/power tools to successfully complete work orders.
- Installing cable tv, internet, and phone services in residential homes according to company policy.
- Diagnosing and resolving technical issues related to cable services, internet connectivity problems, and phone line issues.
- Configuring and activating cable modems, routers, set-top boxes, and other related equipment to ensure proper functionality.
- Performing routine maintenance on cable systems, such as signal testing, line repairs, and equipment upgrades, to ensure optimal performance and reliability.
- Interacting with customers in a professional and courteous manner, addressing their inquiries, providing technical support, and ensuring their satisfaction with the service provided.
- Staying updated on the latest technologies, products, and procedures through ongoing training and professional development to enhance job performance and customer satisfaction.

717 Parking Services @ UF Health - Jacksonville, Florida March 2015-August 2017:Valet

- Greet Customers and open car doors.
- Take numbered tags from customers/park, locate, and deliver vehicles.
- Inspect vehicles for any exterior damage.
- Assist guest with directions throughout facility.
- Perform cash handling tasks, such as making change, balancing and recording cash drawer or distributing tips.

Buffalo Wild Wings - Jacksonville, Florida June 2014-March 2015:Line Cook

- Ensure food is stored and cooked at correct temperature by regulating temperature of ovens, broilers, grills, and roasters.

- Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock.
- Inspect and clean food preparation areas, such as equipment and work surfaces, or serving areas to ensure safe and sanitary food-handling practices.