

# ROBERT SMITH

## Senior Network Technician I

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Performs commercial and residential installations, completes repairs, terminates service, and relocates existing equipment. Uses electronic equipment to troubleshoot, diagnose and complete all repairs in the Hybrid Fiber Coax (HFC) network, on the repair bench, or in the head end.

## EXPERIENCE

### Senior Network Technician I

#### ABC Corporation - JULY 2008 - MARCH 2011

- Troubleshoots and diagnoses malfunctions and effect repairs in the forward and return spectrum in one or more of the following areas Headend, HFC/fiber optic network, service drop or Home Terminal Units (HTUs).
- Troubleshoots, diagnoses, and repairs plant performance issues, and resolves all problems from the Headend to the customer-owned equipment by using various electronic test equipment.
- Reads and accurately interprets system/network design maps. Verifies as built documentation; Compares findings in the field with existing documentation and reports findings following Company standard process.
- Splices and/or terminates coaxial and fiber optics cables, mounts active and passive devices, both aerial and underground (cabinets and vaults), activates active devices and tests to ensure optimal performance of all equipment in the HFC/fiber optic plant to Company, manufacturer, and design specifications.
- Performs surveys to determine if customer-requested locations are capable of receiving service. Creates maps/drawings as necessary to assist in estimating costs for plant/drop extensions if location is beyond acceptable distance from existing plant.
- Performs underground facility locates accurately using plant maps and electronic locating equipment in order to prevent cable damage and service interruptions.
- Performs construction maintenance duties as necessary including splicing aerial/underground coaxial and/or fiber optic cables and equipment to restore cable plant to system specification; splicing and activating new coaxial plant; repairing and/or replacing damaged aerial/underground plant; and inspecting, repairing and/or replacing power supplies.

### Senior Network Technician

#### Delta Corporation - 2003 - 2008

- Installed and maintained computers, thin clients, printers, and related

equipment for end users Maintained documentation on equipment placement, .

- Monitor and break/fix support for Hertz entire global worldwide network infrastructure of 2000+ locations.
- Utilize a wide variety of software tools to troubleshoot, monitor and document outages , both circuit and equipment Voice and mobile device support .
- Design, configure, and maintain Virtualization Infrastructures and components in a variety of business environments.
- Design and maintain wireless equipment infrastructure for a variety of business environments.
- Install, manage, and troubleshoot installation of business servers.
- Support over 400 employees with technical and analytical problems; installed and maintain windows NT , 2000 servers & windows XP as well as thin .

## EDUCATION

- BS in Computer Networks Security - (University of Maryland University College - Adelphi, MD)

## SKILLS

Management, Organizing.