

## OSP ENGINEERING DESIGNER

### Experience

OSP Engineering Designer , 12/2014 to Current

Company Name – City , State

- Completed field notes for outside plant telecommunication buried and aerial using a distance measuring instrument and measuring wheel, height stick, OCalc stick, OCalc photos and rangefinder equipment.
- Created outside plant land base layouts and design fiber projects from field notes to construction drawings in cad software.
- Created make ready pole blocks that conformed to National Electrical Safety Code Standards.
- Worked remotely in BSTCAD, MicroStation and AutoCad.
- Collaborated with engineers and project managers regarding design parameters for client projects.

06/2014 to 12/2014

Company Name – City , State

- Played key role in designing fiber projects in Connect America Fund Deployment (CAF) that resulted in meeting deadlines with quality.
- Created field notes utilizing field equipment.
- Created detailed construction drawings using MicroStation.
- Prepared plans and layouts for equipment replacements and new system arrangements showing detailed space allocation on Windstream easements.

06/2010 to 06/2014

Company Name – City , State

- Traveled with a subject matter experts in Outside Plant Engineering to be trained as a knowledgeable fielder.
- Coordinated logistics for field work in different city to maintain scheduled deadlines to the customer.
- Assisted outside plant engineers in the field to obtain measurements utilizing field equipment and create field notes for drafters.
- Assisted outside plant engineer in FTTT, RT and Cell Sites, and rehabbed copper for Windstream utilizing RUS Engineering Methods and Procedures and Codes throughout the southeast area.
- Kept field notes organized in work order packets, scanned and distributed them to drafters.
- Followed up on progress of completion with drafters to provide estimated completion dates to upper management.
- Politely assisted the Project manager's clients in person and via telephone.
- Completed detailed construction drawings consisting of the land base, utilizing existing conduit, hand holes, manholes, buried and aerial designs in MicroStation or AutoCad depending on the client's software needs.

Merchant Account Representative , 02/2008 to 06/2010

Company Name

- Approached prospective clients through cold calling and emails to meet sales targets.
- Used targeted questioning strategies to discover insight on prospect needs and requirements.
- Contacted customers as soon as issues arose to immediately find resolution before problem escalated.
- Presented new and additional products and services to new and existing customers.
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards.
- Keyed customer details, including contact information and payment data into system, carefully observing all corporate procedures related to confidentiality.
- Negotiated contracts and handled paperwork such as invoices and orders.

- Operated with high integrity, built trust, and earned sustained credibility with internal and external clientele.
- Ensured customer service was to merchant account holder's satisfaction.
- Worked to build my client portfolio to maximize monthly residuals and bonuses.

#### Work History

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#### Education

High School Diploma : 2007

Continental Academy - City , State

#### Summary

Motivated, reliable and well-organized background in Telecom Outside Plant for 10 years' experience in field work, drafting, and sales accounts managing looking for a position to combine my knowledge as a Sales Account Manager in Telecom.

#### Highlights

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| <ul style="list-style-type: none"> <li>• Creative analytical person</li> <li>• Persuasive negotiator</li> <li>• Energetic and driven with positive outlook</li> <li>• Decision-making ability</li> <li>• Excellent work ethic</li> <li>• Highly organized and efficient</li> <li>• Adaptive learner</li> <li>• Service-oriented collaborator</li> <li>• Excellent planner and coordinator</li> <li>• Adherence to high customer service standards</li> <li>• Customer service specialist</li> <li>• Customer service award</li> <li>• Excellent ability to sale</li> <li>• Excellent memory</li> <li>• Sales and Accounts Management</li> <li>• Cold Calling</li> <li>• Telecom drafting</li> </ul> | <ul style="list-style-type: none"> <li>• Telecommunications field measuring equipment</li> <li>• AutoCad, Progress</li> <li>• Cad, Quality</li> <li>• Cold Calling, Safety</li> <li>• Contracts, Sales</li> <li>• Clientele, Telecom</li> <li>• Client, Telecommunication</li> <li>• Clients, Telecommunications</li> <li>• Customer service, Telephone</li> <li>• Customer service specialist</li> <li>• Decision-making</li> <li>• Designing</li> <li>• Drafting</li> <li>• Engineer</li> <li>• Logistics</li> <li>• Notes</li> <li>• Memory</li> <li>• Outlook</li> <li>• MicroStation</li> <li>• Negotiator</li> <li>• Organizational</li> <li>• Persuasive</li> <li>• Processes</li> </ul> |
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#### Skills

- AutoCad, cad, Cold Calling, contracts, clientele, client, clients, Customer service, Customer service specialist, Decision-making, designing, drafting, engineer, logistics, notes, memory, outlook, MicroStation, negotiator, organizational, Persuasive, processes, progress, quality, Safety, Sales, Telecom, telecommunication, Telecommunications, telephone