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# Jonathan Bullin

## Field Operations Supervisor

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(336) 682-1272

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## Profile

- Possess solid computer skills.
- Excellent working knowledge using both PC and Mac systems, Microsoft Excel, WordPerfect, Microsoft Word.
- Ability to train, motivates, and supervises a team of employees.
- A team player, acknowledged as "Total Quality Customer Service Professional."
- Develop plan, conduct audits and variance analyses, process payroll, and maintain/update accurate inventories levels.
- Possess multiple years successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and troubleshooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Developed product knowledge to guarantee the best suited product for customer needs.
- Consecutive 5 Star achiever for AT&T
- Able to lead team to complete numerous jobs under time constraints and under budget.
- Completed Time Warner Mentor Training to assist in building knowledge and skills of new hires.
- Created customer satisfaction survey, drastically reducing potential problems.
- Responsible for leading and assisting employees to successfully achieve business goals
- Assisted in loss prevention through awareness, attention to detail, and integrity.
- Successfully meet or exceed all targets and goals as a cable technician.

## EXPERIENCE

### Charter Spectrum, Greensboro NC - *Field Operations Supervisor*

August 2014 - PRESENT

- Plan network installations by studying customer orders, plans, manuals, and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site
- Establish television voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment; establish connections and integrations; follow industry standards
- Verify service by testing circuits, equipment, and alarms; identify, correct, or escalate problems.
- Document network by labeling and routing equipment and cables
- Maintain network by troubleshooting and repairing outages; test network back-up procedures; update documentation.
- Maintain customer rapport by listening to and resolving concerns; answering questions.
- Maintain safe work environment by following codes, standards, and legal regulations.
- Keep supplies ready by inventorying stock
- Update job knowledge by participating in educational opportunities; reading technical publications.
- Enhance department and organization reputation by accepting ownership for accomplishing new and different requests; explore opportunities to add value to job accomplishments.

### Mastec Network Solutions, Wilmington NC - *Construction Superintendent*

November 2013 - July 2014

- Communicate with and assist the Project Manager
- Assist in the identification and qualification of the various sub-contractor required for the project including all site and building trades.
- Provide coordination and input as needed with utility companies providing services and infrastructure for the project including schedule and cost management.
- Develop initial project specific cost estimates and take lead responsibility with the budgetary management of the various cost components of the project.
- Monitor and ensure schedule performance and quality workmanship of contractors.
- Work closely with the contractor, architect, civil engineer and associated consultants in developing site specific value engineering options for the work.
- Review change proposals, proposal requests, requests for information, supplemental instructions and other contract documentation as required on behalf of the carrier's interests.
- Review and approve contractor payment requests.
- Attend local meetings, approval meetings, conferences on behalf of carrier. Document and take action on items in carrier's interests.
- Maintain relationships and act as carrier's liaison in matters associated with Federal, State and Municipal matters including the City's permitting and construction inspection requirements to ensure expeditions and successful delivery of project goals and objectives.
- Review tenant leases and requirements as it pertains to carrier's construction obligations ensuring carrier meets requirements while controlling project cost.
- Coordinate with tenant's design and construction personnel to ensure accuracy in the owner's development of tenant's construction documents.
- Serve as an information resource by coordinating tenant's work, participating in construction meetings, resolving disputes, providing ongoing feedback, and coordinating project punch list and close-out.

## **AT&T, Wilmington NC - *Outside Plant Technician***

November 2012 - November 2013

- read and interpret engineering plans, operate construction equipment
- lay cable, conduit and fiber interdict, keep detailed record of work activity
- operate hydraulic aerial lifts and ladders mounted to trucks
- unreel, pull and string wire and cable from pole to pole, locate and mark path and depth of underground cables, wires and drops
- string and repair telephone and television cable, including fiber optic and other equipment for transmitting messages or television programming
- install poles and place wires or cables, work with hand tools
- interpret service orders and engineering work plans, understand basic telephony and electricity
- operate construction equipment and machinery
- pole climbing, color code, cable and fiber optic fault location, splicing cables

## **EDUCATION**

### **North Carolina State University, Raleigh NC**

August 2003 - December 2005