

# HelloTech Training Skills — v1

**Date:** 20250829 **Owner:** John Wade

**Location:** 6\_Skills\_Development/Process\_Documentation/

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20250829\_HelloTech\_Ingestion\_Catalog\_v2\_enriched\_no\_payout.md

## Overview

Completed **50+ HelloTech technical training and onboarding modules** across networking, smart home/IoT, A/V, PC/mobile, and business VoIP. This Skills Sheet distills role-relevant competencies and diagnostic workflows in an ATS-friendly format. All vendor-specific procedures and wiring details remain preserved in the Ingestion Catalog (no-loss), with this sheet focusing on transferable skills and methods.

Scope: Ooma Office VoIP; SmartThings; Insteon/partner kits; Ring/Logitech/Ecobee doorbells and cameras; smart locks (Amazon Key, Level Bolt/Touch); smart thermostats (Nest/Ecobee/Honeywell); Samsung Smart TV & appliances; iOS/Android onboarding; TV mounting.

Tools (representative): multimeter, voltage detector, stud finder, drill/driver, Wi-Fi analyzer, ladder (customer-provided), cable tools, smartphone apps.

## Skills by Category (ATS)

### Networking & Connectivity

- Diagnose WAN/LAN issues; perform Wi-Fi surveys and speed tests; extend coverage (APs/extenders) while respecting existing configs.
- Configure routers/APs; verify DHCP/DNS; document SSID/security settings; validate throughput and roaming.
- Implement multicast paging integrations (e.g., Snom/Algo) and verify audio clarity end-to-end.
- Integrate business devices (e.g., Square POS) with secure Wi-Fi/Ethernet and perform transactional test flows.

### Smart Home & IoT

- Install and configure video doorbells & cameras (Ring, Logitech Circle, Ecobee): mounting, transformer/chime checks, app setup, motion zones, notifications.
- Deploy smart locks (Amazon Key, Level): door inspection, hardware install, handing process, app pairing, access control training.
- Install smart thermostats (Nest/Ecobee/Honeywell): compatibility/wiring checks, safe power-off, labeling, app linkage, HVAC test.
- Platform setup (SmartThings, Insteon/partner kits): hub install, ZigBee/Z-Wave pairing, sensor placement, scenes/automations, Smart Home Monitor.
- General IoT troubleshooting: pairing flows, firmware updates, network dependencies, privacy/safety best practices.

### A/V & Entertainment Systems

- TV mounting to code/safety standards: stud finding, leveling, load rating, cord concealment, and post-install checks.
- Smart TV onboarding (Samsung): network/app sign-ins, OneRemote configuration, basic calibration (picture/sound).
- Integrate audio (soundbars, speakers) and manage HDMI/ARC setups.

### **PC & Mobile Device Onboarding**

- Android/iOS setup: account sign-in, security (Face/Touch ID), backups, app installs, cross-device sync.
- Samsung S8/S9: beginner/intermediate/advanced flows (Bixby, camera, performance optimization, safe mode, cache clear).
- Customer education: settings, app store usage, data hygiene, and support resources.

### **Business VoIP & Telephony (Ooma Office)**

- Provision base and IP phones; configure extensions/voicemail/virtual receptionist; assist number porting.
- Deploy multi-site and overhead paging integrations; validate call routing, paging reach, and QoS.
- Support Yealink WF50 Wi-Fi dongle setups; recommend Ethernet for rapid config downloads when feasible.

### **Customer Facing & Compliance**

- Pre-appointment checklist (accounts, Wi-Fi readiness, hardware on site); safety protocols for electrical and ladder work.
- App training and live demo of critical features; service notes with device inventory and settings.
- Compliance/ID capture (e.g., Reverie serial/product codes); warranty and support handoffs.

## **Diagnostic Workflow Patterns**

### **1) Triage → 2) Verify Power/Network → 3) Device Pairing/Provisioning → 4) Feature Validation → 5) Customer Training → 6) Documentation/Escalation**

- Triage: reproduce symptoms; record environment; check vendor status pages.
- Power/Network: confirm power/transformer output, link quality, SSID/security, DHCP lease, internet reachability.
- Pair/Provision: follow vendor pairing flows; confirm firmware; bind to accounts; validate status LEDs/app indicators.
- Validate: functional tests (stream, call, motion detect, lock/unlock, heat/cool cycle); cross-device checks.
- Train: demonstrate core workflows; confirm customer proficiency; provide quick-start resources.
- Document: service notes (devices, settings, serials); escalation paths when hardware/ISP dependencies block success.

## **Volume & Highlights**

- 50+ training modules completed across Networking, Smart Home/IoT, A/V, Mobile/PC, and VoIP.

- Cross-trained on vendor ecosystems: Ring, Logitech, Ecobee, SmartThings, Insteon, Ooma, Square, Samsung.
- Tooling proficiency: multimeter, voltage detector, stud finder, drill/driver, cable tools, Wi-Fi analyzer.
- Full no-loss catalog maintained; see source catalog artifacts for per-module steps, wiring, and app specifics.

## Resume Ready Pull Quotes

- “Completed 50+ HelloTech technical training modules across networking, smart home/IoT, A/V, mobile, and VoIP; fluent in vendor ecosystems (SmartThings, Ring, Insteon, Ooma).”
- “Installed and configured video doorbells, cameras, smart locks, and thermostats end-to-end — wiring checks, app provisioning, automations, and customer training.”
- “Delivered business VoIP solutions (Ooma Office): provisioning, multi-site, and overhead paging integrations; validated routing and QoS.”

## Cross-References

- Ingestion Catalog (no-loss):  
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- Tools & Platforms Index: to be cross-linked in Master Portfolio v3.
- Glossary: add Diagnostic & Assessment terms (SSID, DHCP, ARC, ZigBee, Z-Wave, VR, WF50, etc.).