

Jordan Yossef Sultan
054-2358783 - Yossef2796@gmail.com
Location: Jerusalem

Hard-working telecommunications technician with strong dedication and excellent customer service.

Education

2013: High school diploma with specification in graphic design after twelve years of study

2020-2021 - Professional course in telecommunications network and infrastructure provided by **Bezeq**

Work experience

2020 – Present: **Telecommunications technician** at **Bezeq** (Sharon + Jerusalem area)

- Full installation and maintenance of the Bezeq fiber optic Internet connection for both private customers and shops in all kinds of buildings, ensuring efficient and reliable connectivity for clients.
- Examination of the Internet infrastructure of each customer and suggestion of the best place to install the fiber to maximize the connection efficiency.
- Assisted in troubleshooting and resolving network issues in a timely and efficient manner, employing diagnostic tools and techniques.
- Collaborated with cross-functional teams to coordinate equipment, materials, and resources for timely mission completion, and documented installation procedures.
- Sale of extra appliances and devices to boost the fast Internet connection in specific places on the field.
- Provided comprehensive guidance to customers and received excellent service feedback and satisfaction surveys from customers.
- Demonstrated flexibility and adaptability to work in diverse environments and conditions.
- Consistently went the extra mile to exceed customer expectations, resulting in high customer retention rates.

2017 – 2019: **Security Officer & Telecommunications Specialist** at the **Sharon Hotel in Herzliya**

- Ensured the safety of the hotel's guests (including ambassadors and diplomats) and personnel by guaranteeing compliance with the hotel's regulations and directives.
- First responder to all kinds of security incidents in the hotel and quick decision making according to the severity of the event.
- Regular monitoring of surveillance cameras to detect suspicious/dangerous behaviors originating from the hotel's equipment or guests, and quick response accordingly.
- Collaboration with direct manager and teammates to maintain and troubleshoot various appliances and systems
- Conducted regular inspections of security equipment, such as CCTV cameras, to ensure proper functioning.
- Assisted guests with technical issues related to telephones, internet connectivity, and other communication equipment, and ensured smooth operation of telecommunication systems.

Military Service

2013 – 2016: Combatant in the **Givati** unit during the "**Tzuk Eitan**" military operation at the Gaza border.

Languages

Hebrew (native language), **French** (almost native level), **English** (intermediate level).

Volunteering

Assisted autistic children in getting comfortable with horses and dogs while teaching them basic animal care at the **Therapeutic Riding and Dog Training** farm in Tel Mond.

Computing skills

Pack Office365, Illustrator, Photoshop, and private device management software used by Bezeq.