

NATHAN THOMPSON- JOHNSON

Residential Technician

 nthompsonjohnson@gmail.com

Experienced installation and repair technician with work history setting up, repairing and configuring telecommunications equipment. Talented at building relationships with customers and solving problems with little oversight. Excellent communication and planning skills.



Skills

- Desktop support
- Problem-Solving
- Decision Making

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Excellent

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Excellent

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Excellent



Work History

Residential Technician

Comcast, Chicago, United States

- Tested cables using tools such as volt-OHM meters, spectrum analyzers and signal level meters.
- Performed troubleshooting of systems with techniques such as speed and ping tests.
- Connected components to exterior cable systems and tested connections for adequate power and functional links.
- Collaborated with other workers and customers to resolve issues of deficient communications connections.
- Installed and configured new devices and system components.

Retail Sales Consultant

SPRINT, CHICAGO, IL

- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Coordinated restocking of sales floor with current merchandise and accurate signage for current promotions.
- Exceeded sales goals by 20% utilizing exemplary customer service skills

2019-12 - 2022-09

2017-10 - 2019-06