1. Coordinated installation of new users and relocations of existing users.
2. Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
3. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
4. Worked closely with network administrators and server engineers to deliver quality service.
5. Developed expertise in communication systems cabling, circuitry and wiring through various projects for public utility companies.
6. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
7. Performed construction operations and installation of telecommunications towers for several telecom companies.
8. Installed and configured new devices and system components.
9. Researched and recommended network and data communications hardware and software.
10. Set up networks and computers for business and residential customers.
11. Read blueprints and schematics to correctly place equipment.
12. Responded to service requests during and after business hours.
13. Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
14. Monitored all company inventory to ensure stock levels and databases were updated.
15. Successfully maintain clean, valid driver's license and access to reliable transportation.
16. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
17. Led [type] team in delivery of [type] project, resulting in [result].
18. Conducted research, gathered information from multiple sources and presented results.
19. Carried out day-day-day duties accurately and efficiently.
20. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.