1. Worked closely with network administrators and server engineers to deliver quality service.
2. Coordinated installation of new users and relocations of existing users.
3. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
4. Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
5. Developed expertise in communication systems cabling, circuitry and wiring through various projects for public utility companies.
6. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
7. Set up networks and computers for business and residential customers.
8. Researched and recommended network and data communications hardware and software.
9. Read blueprints and schematics to correctly place equipment.
10. Performed construction operations and installation of telecommunications towers for several telecom companies.
11. Installed and configured new devices and system components.
12. Responded to service requests during and after business hours.
13. Completed [task] to ensure compliance with relevant [type] regulations.
14. Exceeded goals through effective task prioritization and great work ethic.
15. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
16. Worked with [type] customers to understand needs and provide excellent service.
17. Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
18. Used critical thinking to break down problems, evaluate solutions and make decisions.
19. Adhered to social distancing protocols and wore mask or face shield at all times.
20. Created plans and communicated deadlines to ensure projects were completed on time.