1. Installed and configured new devices and system components.
2. Set up networks and computers for business and residential customers.
3. Read blueprints and schematics to correctly place equipment.
4. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
5. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
6. Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
7. Responded to service requests during and after business hours.
8. Worked closely with network administrators and server engineers to deliver quality service.
9. Researched and recommended network and data communications hardware and software.
10. Coordinated installation of new users and relocations of existing users.
11. Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
12. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
13. Successfully maintain clean, valid driver's license and access to reliable transportation.
14. Handled [number] calls per [timeframe] to address customer inquiries and concerns.
15. Used Microsoft Word and other software tools to create documents and other communications.
16. Conducted research, gathered information from multiple sources and presented results.
17. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
18. [Type] hardware proficiency
19. Developed and maintained courteous and effective working relationships.
20. Worked with [type] customers to understand needs and provide excellent service.