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. Installed and configured new devices and system components.
4. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
5. Responded to service requests during and after business hours.
6. Set up networks and computers for business and residential customers.
7. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
8. Read blueprints and schematics to correctly place equipment.
9. Researched and recommended network and data communications hardware and software.
10. Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
11. Worked with [type] customers to understand needs and provide excellent service.
12. Carried out day-day-day duties accurately and efficiently.
13. Developed and maintained courteous and effective working relationships.
14. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
15. Actively listened to customers' requests, confirming full understanding before addressing concerns.
16. Managed team of [number] employees, overseeing hiring, training, and professional growth of employees.
17. Received and processed stock into inventory management system.
18. Drove operational improvements which resulted in savings and improved profit margins.
19. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
20. Eliminated downtime and maximized revenue by providing top project quality control.