1. Installed and configured new devices and system components.
2. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
3. Responded to service requests during and after business hours.
4. Read blueprints and schematics to correctly place equipment.
5. Coordinated installation of new users and relocations of existing users.
6. Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
7. Set up networks and computers for business and residential customers.
8. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
9. Worked closely with network administrators and server engineers to deliver quality service.
10. Researched and recommended network and data communications hardware and software.
11. Resolved conflicts and negotiated mutually beneficial agreements between parties.
12. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
13. Managed team of [number] employees, overseeing hiring, training, and professional growth of employees.
14. Identified issues, analyzed information and provided solutions to problems.
15. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
16. Delivered [product or service] to customer locations within specific timeframes.
17. Conducted research, gathered information from multiple sources and presented results.
18. Handled day-to-day running of [project or department or task], ensuring high levels of productivity and progression.
19. Created plans and communicated deadlines to ensure projects were completed on time.
20. Collaborated with [department or management] to achieve [result].