

John Smith

1000 Main Street ▪ Anytown, WA 99999
(555) 555-5555

Objective: To utilize my expertise as a **Voice/Data/Cable Technician**.

Summary of Qualifications

- More than 9 years progressive experience as a voice/data/cable technician in residential and commercial settings.
- Proficient in the use of Acterna 4040, Sunrise CM500 and CM1000 service meters, as well as 3Com and Dynamax equipment.
- Recognized for outstanding technical and customer service in the field.
- Trained in cutting in hardlines, DCs, taps and superdrops.
- Able to lead and contribute to a collaborative team.
- Adept at ladder handling and pole climbing.
- Self-motivated, with a strong work ethic.
- Excellent driving and safety records.
- Proven problem-solving capabilities.
- Knowledgeable about TDR locates.

Professional Experience

Comtech-3 ▪ ABC Cable ▪ Anytown, WA ▪ 2000–Present

Install and service high-speed cable and digital telephone service for residential customers. Promoted to Service Tech within 6 months of merger. Launched telephone service set-up of MDUs.

- Train technicians in phone cabling and troubleshooting strategies.
- Troubleshoot and repair signal leakage and ingress.
- Resolve network and RF issues.

Lead Technician ▪ ABC Cable ▪ Anytown, WA ▪ 1996–2000

Installed, programmed and serviced telephony equipment for major commercial projects, including Telegent, Fox News, Disney, FedEx, Airborne, Progressive, AT&T and Boeing contractors.

- Terminated 66 blocks, 110 blocks, Chrono blocks, Bix blocks and patch panels.
- Handled CAT5 cabling and wall fishing outlets.
- Punched down 25 pairs, 100 pairs and 400 pairs.
- Worked with Key systems and mini ICS.
- Installed Nortel systems.
- Set-up network systems.

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Education & Professional Development

Practicals for Advancement
NCTI Certification
VoIP Installation & Repair
CDV Installation & Repair
CommTech Mentorship
Advanced Troubleshooting
Leadership Skills for Front-line Employees
Telephony Installer
Telephony Installer Foundation
Advanced Telephony Troubleshooting
A+PC Technician
Network + Certification
Advanced HSI Troubleshooting
HSI Installation
CPR/First Aid
Pole Climbing
Foundation for New Hire Training
RF Return Path Troubleshooting
Installation of PC Home Networking
TDR Fault Locates & Repair