**Your name**   
Address

Clearwater, FL, 33760

727-538-7167

yourname@yahoo.com

I am a licensed installer with skills and experience running cable through conduit, terminating cables such as coaxial, CAT 5,optical fiber and other cable types.

**Certifications Skills /Qualifications**

* Copper-Based Network Cabling Systems
* Fiber Optic-Based Network Cabling Systems
* Integrated Systems Voice & Messaging
* Telecommunications Technology
* Residential Audio / Video
* Leviton Certified Installer
* Experience in Bonding and Grounding
* Able to troubleshoot Cabling Systems
* Exceptional Knowledge Cable Repair
* Extensive Knowledge in Installation
* OSHA Trained for ladder/utility pole safety
* Understanding of Analog/Digital Signal

**EDUCATION**:

Pinellas Technical Education Centers - Telecommunication Certification Programs – Clearwater Campus

Remington College Associate Degree in Digital Graphic Arts- Tampa Campus

**EMPLOYMENT:**

**Macys Credit Service Customer Service Representative 06/2008 – Present**

* Followed all procedures to keep customer information confidential within company guideline
* Maintain and evaluated each customer account accurately and proficiently
* Process statements and payments for clients and negotiate pricing to exceed customer satisfaction

**Photo Engraving Graphic Artist 05/2007 – 01/2008**

* Layout and design any and all assigned projects or multiple clients
* Maintained and created art work, added traps for in office personnel as well as outside clients
* Trained all new hires on all MAC equipment and oversaw the art department

**Verizon Consumer Solution Customer Service Tech Support 08/2006 – 02/2007**

* Analyzed, researched and resolved customer problems regarding. DSL Internet connectivity issues accurately and proficiently in a timely manner
* Developed and implemented new and better strategies to uncover customer needs within company guidelines
* Recommended and implemented corrective solutions to customer with troubleshooting DSL devices
* Monitors and responds to hardware and software problemsusing testing techniques

**Patent Construction Systems Receiving and Maintenance 01/2006 – 07/2006**

* Maintained company equipment
* Report all damage equipment in inventory
* Developed and implemented Loading and Stacking strategies with company guidelines
* Assemble, operate and load heavy equipment for shipping to clients