

Jean Quirion

Professional summary

Experienced Telecommunications Field Service Technician with expertise in installing, maintaining, and troubleshooting telecommunications equipment. Adept at providing high-quality customer service and support in fast-paced environments. Proven track record in system diagnostics, cable management, and maintaining high customer satisfaction.

Experience

Field Service Technician

July 2019 - Now

Telecom Solutions Inc. / New York, NY

- Install and configure telecommunications systems for residential and commercial clients, ensuring seamless integration and performance.
- Conduct routine maintenance and emergency repairs on a variety of telecommunications equipment, including routers, switches, and fiber optics.
- Provide customer support for troubleshooting, system upgrades, and service interruptions, ensuring client satisfaction.
- Work closely with project managers to ensure timely and accurate project completion.

Field Service Technician

2015 - 2019

TechConnect Communications / Brooklyn, NY

- Installed and maintained internet and cable services for both individual clients and businesses.
- Troubleshot connectivity issues and performed repairs on faulty lines, routers, and signal equipment.
- Assisted in the rollout of new system installations and upgrades, working alongside engineers and technicians.
- Provided on-site training for customers on system operation and troubleshooting.

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New York, NY

Education

Associate of Science in Telecommunications Technology

University of New York | New York, NY

Graduated: May 2015

Certifications

- Fiber Optic Technician (FOA) Certification | 2017
- OSHA 10-Hour Construction Safety Certification | 2016
- CompTIA IT Fundamentals (ITF+) | 2018

Skills

Installation and maintenance of telecommunication systems

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Fiber optic and copper cable splicing

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Troubleshooting and system diagnostics

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Equipment calibration and repair

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