

Aisha Thompson

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SUMMARY

Detail-oriented Cable Technician with over 5 years of experience in installation, maintenance, and troubleshooting of cable systems. Proven track record of improving service quality and efficiency through technical expertise and customer-focused solutions.

EXPERIENCE

Cable Technician

Jan 2022 - Present

TechConnect Solutions, San Diego, CA

- Increased customer satisfaction ratings by 25% through effective troubleshooting and support, resulting in a 15% reduction in service calls.
- Performed over 200 successful installations of high-speed internet and cable services, maintaining a 98% first-time fix rate.
- Implemented new inventory management protocols that reduced equipment costs by 20%.

Field Service Technician

Jun 2018 - Dec 2021

CableWave Inc., Los Angeles, CA

- Resolved technical issues for over 500 residential and commercial customers, achieving a 90% resolution rate on the first visit.
- Trained 5 new technicians on installation procedures and customer service best practices, enhancing team performance.
- Conducted regular audits on network performance, resulting in a 30% improvement in service uptime.

Apprentice Cable Technician

Jan 2016 - May 2018

ConnectTech Services, San Diego, CA

- Assisted senior technicians in the installation and maintenance of cable systems, contributing to a 15% increase in installation efficiency.
- Learned and applied safety protocols that led to zero workplace incidents during tenure.
- Gained hands-on experience with various cable technologies, including fiber optics and coaxial systems.

EDUCATION

Bachelor of Science in Telecommunications

May 2018

University of California, San Diego, La Jolla, CA • GPA: 3.7

SKILLS

Technical Skills: Fiber Optic Installation, Coaxial Cable Termination, Network Troubleshooting, Signal Testing

Tools & Frameworks: Fluke Network Analyzer, Cable Testers, Crimping Tools