

Amina Rivera

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SUMMARY

Motivated and detail-oriented recent graduate with hands-on experience in cable installation and maintenance. Skilled in troubleshooting and optimizing network infrastructures, eager to contribute to a team as a Cable Technician.

EXPERIENCE

Cable Installation Technician Intern

Jan 2023 - Present

TechNet Solutions, Seattle, WA

- Assisted in the installation of over 300 residential cable setups, improving client satisfaction ratings by 15%.
- Performed routine maintenance on cable lines and networking equipment, reducing downtime by 20%.
- Collaborated with senior technicians to troubleshoot and resolve connectivity issues, achieving resolution in under 2 hours on average.

Network Support Assistant

Jun 2021 - Dec 2022

Local ISP Services, Seattle, WA

- Provided technical support for over 100 customers weekly, enhancing service efficiency by 25%.
- Documented and analyzed user reports to identify and resolve common issues, improving response times by 30%.
- Trained new team members on cable installation protocols and customer service best practices.

Volunteer Technician

Mar 2020 - May 2021

Community Tech Initiative, Seattle, WA

- Led a project to install free internet access points in underserved communities, serving over 200 families.
- Conducted workshops on basic troubleshooting and internet safety for community members.
- Gained hands-on experience with fiber optic cable installation and splicing techniques.

EDUCATION

Bachelor of Science in Information Technology

May 2022

University of Washington, Seattle, WA • GPA: 3.6

SKILLS

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

Tools & Frameworks: Fluke Cable Tester, Crimping Tools, Network Monitoring Software