

Jamal Patel

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SUMMARY

Detail-oriented and motivated individual with hands-on experience in installing and maintaining security systems. Proficient in troubleshooting and customer service, eager to contribute technical skills and enhance security solutions for clients.

EXPERIENCE

Security System Technician Intern

Jun 2022 - Present

SecureTech Solutions, Atlanta, GA

- Assisted in the installation of over 50 security camera systems, improving surveillance capabilities by 30%.
- Conducted routine maintenance on alarm systems, resulting in a 15% reduction in false alarms.
- Collaborated with senior technicians to troubleshoot and resolve system malfunctions, enhancing customer satisfaction by 20%.

Customer Support Representative

Jan 2021 - May 2022

HomeSafe Security, Atlanta, GA

- Responded to over 100 customer inquiries weekly regarding security system installations and troubleshooting.
- Received a 95% customer satisfaction rating for effectively resolving issues on the first contact.
- Educated customers on system features, leading to a 25% increase in service package upgrades.

Electrical Apprentice

Jun 2019 - Dec 2020

Bright Future Electric, Atlanta, GA

- Assisted in wiring and installation of various electrical systems, including security lighting.
- Learned to read blueprints and schematics, ensuring accurate installations.
- Helped maintain a clean and safe work environment, contributing to a 50% reduction in workplace accidents.

EDUCATION

Bachelor of Science in Electrical Engineering

May 2018

Georgia Institute of Technology, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: CCTV Installation, Alarm Systems, Networking, Troubleshooting

Tools & Frameworks: Multimeter, Wire Strippers, Networking Cables, Security Software