

# Jamal Rodriguez

jamal.rodriguez@example.com • (555) 123-4567 • San Diego, CA • linkedin.com/in/jamalrodriguez

## SUMMARY

---

Detail-oriented Telecommunications Technician with over 5 years of experience in installing, maintaining, and troubleshooting telecommunications systems. Proven track record of improving system efficiency and customer satisfaction through technical expertise and proactive problem-solving.

## EXPERIENCE

---

### Telecommunications Technician

Jan 2022 - Present

*TechConnect Solutions, San Diego, CA*

- Improved network uptime by 30% through proactive maintenance and troubleshooting protocols.
- Successfully installed and configured over 200 voice and data communication systems for residential and commercial clients, enhancing user experience and operational efficiency.
- Collaborated with cross-functional teams to optimize service delivery processes, resulting in a 25% reduction in customer complaints.

### Field Service Technician

Jun 2018 - Dec 2021

*Global Communications Inc., Los Angeles, CA*

- Led a project that upgraded legacy communication systems, reducing operational costs by \$50,000 annually.
- Trained and mentored new technicians on installation and troubleshooting best practices, increasing team efficiency by 15%.
- Conducted site surveys and assessments to ensure compliance with industry standards and customer specifications.

### Telecommunications Intern

Jan 2017 - May 2018

*NextGen Networks, Los Angeles, CA*

- Assisted in the installation of fiber optic networks, contributing to a 20% increase in service speed for clients.
- Performed routine maintenance checks and repairs on various telecommunications equipment, learning hands-on troubleshooting skills.
- Supported senior technicians in project management tasks, enhancing overall team productivity.

## EDUCATION

---

### Bachelor of Science in Telecommunications

May 2018

*California State University, Los Angeles, CA • GPA: 3.7*

## SKILLS

---

**Technical Skills:** Network Configuration, Fiber Optic Installation, VoIP Systems, Wireless Communication

**Tools & Frameworks:** Fluke Network Analyzer, Cisco IOS, MikroTik RouterOS