



# Michael ANDERSON

## CABLE SERVICE TECHNICIAN

Results-oriented Cable Installation Technician with a proven track record in the installation, troubleshooting, and maintenance of telecommunications systems. Equipped with extensive experience in deploying cable services for both residential and commercial clients, ensuring high standards of quality and efficiency. Adept at employing innovative techniques and tools to enhance service delivery and resolve technical issues.

### CONTACT

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- 📍 San Francisco, CA

### SKILLS

- Installation
- Troubleshooting
- Customer service
- Safety compliance
- Team collaboration
- Documentation

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

#### CERTIFICATE IN CABLE INSTALLATION TECHNOLOGY

### ACHIEVEMENTS

- Recognized for achieving a 98% customer satisfaction score during service evaluations.
- Received training in advanced installation techniques to enhance service delivery.
- Contributed to a 30% reduction in service call times through efficient problem-solving.

### WORK EXPERIENCE

#### CABLE SERVICE TECHNICIAN

NextGen Networks

2020 - 2025

- Delivered high-quality installation services for cable TV and internet systems.
- Conducted customer consultations to determine installation needs and preferences.
- Utilized diagnostic equipment to troubleshoot and rectify service issues.
- Maintained compliance with safety protocols during all installation activities.
- Documented installation processes and customer interactions comprehensively.
- Collaborated with project managers to ensure timely service delivery.

#### CABLE TECHNICIAN ASSISTANT

ConnectNow Communications

2015 - 2020

- Supported lead technicians in the installation of cable systems.
- Assisted in troubleshooting and repairing cable service interruptions.
- Engaged with customers to provide updates and gather feedback.
- Maintained tools and equipment in optimal working condition.
- Participated in safety training sessions regularly.
- Documented service calls and installation details accurately.