

MICHAEL ANDERSON

Cable Installation Lead

- San Francisco, CA
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Innovative and skilled Cable Installation Technician with a strong commitment to enhancing customer experiences through exceptional service delivery. Possesses a solid foundation in cable installation and maintenance, with a focus on utilizing the latest technology to improve operational efficiency. Recognized for the ability to troubleshoot complex issues effectively and provide timely solutions to clients.

WORK EXPERIENCE

Cable Installation Lead | Elite Cable Solutions

Jan 2022 – Present

- Directed installation projects for advanced cable systems in high-density areas.
- Conducted thorough assessments to determine installation feasibility and requirements.
- Utilized cutting-edge tools and software to enhance installation efficiency.
- Maintained compliance with safety and quality standards throughout all projects.
- Documented project outcomes and customer interactions meticulously.
- Mentored junior technicians to foster skill development and teamwork.

Cable Technician | Universal Connect

Jul 2019 – Dec 2021

- Executed installations of cable and internet services for residential clients.
- Engaged with customers to provide service updates and address concerns.
- Utilized diagnostic tools to identify and rectify service issues efficiently.
- Maintained accurate documentation of service calls and installations.
- Participated in regular safety training to ensure compliance.
- Collaborated with senior technicians on complex installations.

SKILLS

Cable installation

Customer service

Troubleshooting

Project management

Safety compliance

Team collaboration

EDUCATION

Associate Degree in Network Technology

2015 – 2019

University

ACHIEVEMENTS

- Awarded Technician of the Month for exceptional service delivery and customer feedback.
- Improved installation efficiency by 20% through process enhancements.
- Successfully completed over 500 installations in a single year.

LANGUAGES

English

Spanish

French