

George Smith

Fiber Optics Technician

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Profile Summary

Dedicated Fiber Optics Technician with over 5 years of experience in installation, maintenance, and troubleshooting of fiber optic systems. Proven track record of enhancing network performance by 30% through innovative solutions. Possess strong technical skills, effective communication abilities, and a commitment to ensuring optimal client experience.

Work Experience

Senior Fiber Optics Technician

AT&T

1st May, 2018 - Present

- Led a team of 5 technicians to install and maintain 500+ miles of fiber optic cable, resulting in a 20% reduction in service interruptions.
- Designed and implemented a new maintenance schedule that improved network uptime by 15%.
- Trained 10 junior technicians in fiber optic splicing techniques, increasing team competency and efficiency.

Fiber Optics Technician

Verizon Communications

1st Jan, 2015 - 30th Apr, 2018

- Conducted routine inspections and troubleshooting of fiber optic networks, leading to a 25% decrease in repair times.
- Collaborated with engineers to upgrade outdated systems, improving data transfer rates by 40%.
- Developed a customer feedback system that enhanced client satisfaction scores by 10%.

Education

University of Illinois Urbana-Champaign

Bachelor of Science in Electrical Engineering

1st Sep, 2010 - 31st May, 2014

Skills

Fiber Optic Splicing, Network Troubleshooting, Project Management, Customer Service,
Technical Report Writing

Notable Projects

City-Wide Fiber Upgrade Project

Oversaw the installation of a new fiber optic network across the city, enhancing internet speeds by 50% for over 100,000 residents.

Certifications

Certified Fiber Optics Technician

Issued by The Fiber Optic Association, 5th May, 2019

Awards

Employee of the Year

Awarded by AT&T, 15th Feb, 2020