

# Dominique Ferguson

## Installation Technician

Denver, CO 80222

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+1 228 239 7493

Willing to relocate to: Denver, CO

Authorized to work in the US for any employer

## Work Experience

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### Installation Technician

AT&T-Savannah, GA

June 2017 to September 2024

installed fiber optics per terminal and to customers house

Preparing for installations by reviewing installation orders, gathering equipment, supplies and tools and coordinating schedules with customers.

- Planning installations by evaluating location, locating access and laying-out equipment and wiring plan.
- Establishing satellite TV systems by installing equipment, running and pulling cable, programming and calibrating equipment while adhering to codes, regulations and standards.
- Verifying satellite TV systems for correct functionality and optimal performance by testing equipment and connections and identifying and correcting any issues.
- Maintaining accurate records through documenting installations, services and repairs.
- Maintaining and improving service and rapport with customers through listening to their descriptions of problems, answering questions and resolving issues through diagnosing, troubleshooting, repairing, replacing and/or upgrading components.
- Referring to schematics, manuals and manufacturer's instructions as needed.
- Maintaining a safe work environment by following safe practices and adhering to safety policies.
- Ensuring adequate supply levels by inventorying stock, placing and verifying orders.
- Updating and improving job knowledge by participating in educational opportunities and reading technical publications.
- Enhancing the organization's reputation through personal accountability for accomplishing new
  - and different requests and always striving to add value.

- Dollar Tree Distribution Port Wentworth, GA

### Packaging & Shipping

Dollar Tree Distribution Center-Port Wentworth, GA

July 2016 to December 2016

Load and unload merchandise

- Check, verify and audit merchandise and enter data into remote data terminals to ensure that ordered merchandise is as ordered and not damaged
- Identify, separate, label and palletize merchandise to be relocated to appropriate area of distribution center
- Operate power lift equipment to move and store merchandise
- Replenish pick areas identified by replenishment screens or report various requests for needed

merchandise

- Fills merchandise orders by selecting and moving merchandise from active location to conveyor, and/or slot to pallet or box to fill orders
- Load merchandise onto trailers by moving merchandise from conveyor to trailer or from pallet to trailer. Scan non-conveyable or non-diverted merchandise prior to loading on trailer.
- Check merchandise to ensure that shipment is accurate and merchandise is not damaged and is loaded onto proper trailer
- Perform general housekeeping duties
- Perform varied duties (as listed above) depending on department assignment. Department assignment will change depending on Distribution Center needs.

### **Customer Service Representative**

General Dynamics-Hattiesburg, MS

September 2015 to July 2016

Determines requirements by working with customers

- Answers inquires by clarifying desired information about Medicare
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests
- Maintain call center database by entering information

### **Sales Associate/customer service**

Walmart-Hattiesburg, MS

January 2014 to January 2015

Make changes to the floor, merchandising, and display

- Provide superior customer service to customers
- Communicate all promotions and advertisements to customers
- Clean the store to ensure a friendly and welcoming environment
- Process, monitor, and restock merchandise

## Education

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### **Software System Engineering (Bachelor of Science in information Technology)**

Colorado Technical University-Hattiesburg, MS

August 2015 to Present

### **High School Diploma**

Alpha Christian Academy-Hattiesburg, MS

August 2006 to May 2010

### **Master's degree**

## Skills

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- CCTV
- Heavy equipment operation

- Detailing
- System testing
- Electrical troubleshooting
- Help Desk (2 years)
- Computer skills
- Sales
- DATA ENTRY
- Carpentry
- Load & unload
- Materials handling
- Scissor lift
- Pallet jack
- Power tools
- Leadership
- RF scanner
- Reach truck
- Microsoft Office
- Climbing (2 years)
- ORDER PROCESSING
- E-commerce
- Service technician experience
- Time management
- CAD
- ERP systems
- MULTITASKING
- Software Troubleshooting (1 year)
- Data center experience (1 year)
- Remote access software
- Distribution center
- PHONE SKILLS
- Basic math
- Warehouse management system
- Supply chain
- PROBLEM SOLVING
- Calipers
- Voltmeter
- Moving
- Organizational skills
- Communication skills
- Integration testing

- Fiber splicing
- Retail sales
- Computer networking
- Rigging
- Microsoft Outlook
- Micrometer
- Mechanical knowledge
- Manufacturing
- Heavy lifting
- Computer literacy
- Hand tools
- Customer service (5 years)
- Forklift
- Food handling
- Low voltage (1 year)
- Box truck
- Supervising experience

## Certifications and Licenses

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### **Non-CDL Class C**

### **Forklift Certification**

### **Driver's License**

### **OSHA 30**

### **Pallet Jack Certification**

### **Food Handler Certification**

### **CDL A**

### **Low Voltage License**

## Additional Information

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### SKILLS & TECHNICAL EXPERTISE

Product knowledge Verbal Communication

Serviced-minded Problem Solving

Efficient Persuasive communication

Order processing Ability to stand for extended periods

Data Entry Skills Merchandise control

Listening Multitasking

Phone Skills Fiber/Phone Installation