

JAIME E GARZA

Kennewick, WA 99301

Telephone: (509) 975-6363

jaimegarza509956@gmail.com

Qualifications

- Bilingual English and Spanish
- Class C - Standard Driver's License
- Apple or Macintosh Computers
- Data Entry Terminal (PDT, Mainframe Terminal, etc)
- Email Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Networking or Lan Software (Cisco, etc)
- Peripheral Devices (Scanners, Printers, etc)
- Personal Computers
- Spreadsheet Software (Calc, Excel, etc)
- Utility Software (Virus, File Compression, etc)
- Word Processing Software (Word, WordPerfect, etc)
- Experience in Linux and similar OS
- CPR / First Aide Certified

Certifications

- **Alarm Systems Installer License** Expires: **Mar 15, 2017**
- **Private Security Registration, Texas, Washington, Oregon**
- **TWIC Registration**
- **Transportation Security Administration, Texas**
- **NEC National Electrical Code 6000 hours**

Experience

- **Fiber Optic Splicer** August 05, 2023- Present
Metronet, Grand Rapids, MI

Work with clients to plan installations as required. Install, repair and test fiber cable in a variety of environments (underground, indoor, aerial). Terminate cable utilizing a variety of connectors. Perform testing utilizing OTDRs, Power Meter/Light Sources and VFLs. Maintain a professional working attitude with co-workers and customers at all times. Further industry knowledge on an ongoing basis. Able to read prints and other engineering documentation. Mechanical and fusion splicing experience. Demonstrated understanding of fiber counts and colors. Excellent troubleshooting and problem-solving skills. Good verbal and written communication skills. Computer literacy with MS Office products and testing equipment. Fiber Optic industry construction, maintenance and testing experience. Mechanically inclined and detail oriented. Must have valid Driver's License

- **Unarmed Security Guard** **Apr 01, 2023- August 01, 2023**
First Coast Security, Hermiston, OR

Secures premises and personnel by patrolling property, monitoring surveillance equipment, and access points. Investigates security breaches, incidents, and other alarming behavior. Controls traffic by directing drivers. Completes reports by recording observations, information, occurrences, and surveillance activities.

- **I&R Copper/Fiber Contract Tech** **Dec 01, 2021 – Apr 01, 2023**
Frontier Communications, Kennewick, WA

Observe all safety rules and regulations. Assist other Technical personnel in the performance of their duties when requested. Must convey a positive and professional appearance and demeanor when communicating the company's products and services to our customers. Direct customer facing work. Accountability/dependability (on time and on load when scheduled and serve on call as needed). Teamwork (technical expertise developed to complete work efficiently to achieve work group key service measures). Active Listening (ability to take input from customers, APS and co-workers to problem solve and improve skills. Asking relevant questions to ensure problems are resolved quickly or to clarify information or directions. Active Learning (curious seeker of new information and actively works to improve skills and knowledge). Assume all other duties as assigned.

- **I & R Copper/Fiber Contract Tech** **Nov 01, 2021 to Dec. 15, 2021**
UCG Com LLC. Spokane, WA

Receives tasks assignments from manager, supervisor, coordinator, or the dispatch center
Installs, moves, and modifies telecommunications and related equipment, according to service/job order specifications, standards, and procedures. Diagnoses equipment malfunctions. Repairs data, voice, cable TV, and security services. Maintains and reports accurate records of hours and materials used; coordinates with Accounting, Customer Service and other departments on service installations and changes to update records. Processes detailed paper work and/or electronic records. Reports and monitors service/job order changes. Maintains and repairs telecommunications systems and equipment according to manufacturer recommendations and specifications. Trains the customer on system use and how to obtain system maintenance if needed. Runs service calls and documents, compiling client history and determines appropriate approach. Maintains and troubleshoots systems
Pre-wire low voltage wiring in structures during construction phase to N.E.C. standards without supervision also complies with RUS specifications, industry standards, safety rules and regulations and company policy. Terminates various low voltage wiring including RG-6, RG-59, Cat-5, and speaker wire. Use wire trouble shooting tools such as tracer/toner and continuity testers, DSAM meters, Sidekick 7B meters, and volt meters. Read blue prints. Read product material for product knowledge advancement. Connect and trouble shoot single and multi-zone speaker distribution systems.

- **I&R Copper/Fiber Contract Tech** **Aug 01, 2021 – Nov 01, 2021**
Charter Communications, Kennewick, WA

Observe all safety rules and regulations. Assist other Technical personnel in the performance of their duties when requested. Must convey a positive and professional appearance and demeanor when communicating the company's products and services to our customers. Direct customer facing work. Accountability/dependability (on time and on load when scheduled and serve on call as needed). Teamwork (technical expertise developed to complete work efficiently to achieve work group key service measures). Active Listening (ability to take input from customers, APS and co-workers to problem solve and improve skills. Asking relevant questions to ensure problems are resolved quickly or to clarify information or directions. Active Learning (curious seeker of new information and actively works to improve skills and knowledge). Assume all other duties as assigned.

- **I&R Copper/Fiber Contract Tech** **Jun 01, 2021 – Aug 01, 2021**
ITC Service Group, Kennewick, WA

Observe all safety rules and regulations. Assist other Technical personnel in the performance of their duties when requested. Must convey a positive and professional appearance and demeanor when communicating the company's products and services to our customers. Direct customer facing work. Accountability/dependability (on time and on load when scheduled and serve on call as needed). Teamwork (technical expertise developed to complete work efficiently to achieve work group key service measures). Active Listening (ability to take input from customers, APS and co-workers to problem solve and improve skills. Asking relevant questions to ensure problems are resolved quickly or to clarify information or directions. Active Learning (curious seeker of new information and actively works to improve skills and knowledge. Assume all other duties as assigned.

- **I&R Copper/Fiber Contract Tech** **Jan 01, 2021 – Jun 01 2021**
Wise Connect, Kennewick, WA

Installation, maintenance and troubleshooting of high-speed Internet, video and voice networks including associated wiring and equipment. Additionally, maintaining and repairing outside plant facilities within assigned geographical.

- **Installer** **Mar 11, 2016 - Apr 28, 2016**
Home Entertainment, McAllen, Texas

Set up service for customers, installing, connecting, testing, or adjusting equipment. Travel to customers' premises to install, maintain, or repair audio and visual electronics. reception equipment or accessories. Measure signal strength between utility poles, using electronic test equipment. To inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions. Splice cables, using hand tools, epoxy, or mechanical equipment.

- **Alarm Tech** **Aug 10, 2015 - Mar 10, 2016**
Superior Alarms, McAllen, Texas

Working with customers on the daily basis to serve them with professionalism. My job tittle was to install Alarm systems or troubleshoot faults. Also giving the customers the proper walk through in how to use their equipment.

- **Alarm Tech** **Aug 10, 2014 - Aug 10, 2015**
Vast Technologies, Harlingen, Texas

Disassemble entertainment equipment and repair or replace loose, worn, or defective components and wiring, using hand tools and soldering irons. Disassemble equipment for maintenance or repair. Repair electronic equipment. Install, service, and repair electronic equipment or instruments such as televisions, radios, and videocassette recorders. Confer with customers to determine the nature of problems or to explain repairs. Tune or adjust equipment and instruments to obtain optimum visual or auditory reception, according to specifications, manuals, and drawings.

Make service calls to repair units in customers' homes, or return units to shops for major repairs. Calibrate and test equipment, and locate circuit and component faults, using hand and power tools and measuring and testing instruments such as resistance meters and oscilloscopes.

- **Data Technician** **Sep 02, 2013 - Sep 01, 2014**
Innovative Professionals, McAllen, Texas

Install and perform minor repairs to software, or peripheral equipment, following design or installation specifications. Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities. Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Refer major software problems or defective products to vendors or technicians for service. Develop training materials and procedures, or train users in the proper use of hardware or software. Confer with staff, users, and management to establish requirements for new systems or modifications. Work with CAT 5, CAT 6, BNC, RJ6, speaker wire cables. Install Intercom systems. Do terminations of cables on both ends. Install security cameras on interior and exterior with IP or BNC. Do configuration of DVR to view cameras on networks and smart phones. Mounted the communication racks to panels.

- **Installer,**
Best Alarms, Laredo, Texas

May 06, 2013 - Jun 03, 2013

Disassemble entertainment equipment and repair or replace loose, worn, or defective components and wiring, using hand tools and soldering irons. Install, service, and repair electronic equipment or instruments such as televisions, radios, and videocassette recorders. Calibrate and test equipment, and locate circuit and component faults, using hand and power tools and measuring and testing instruments such as resistance meters and oscilloscopes. Confer with customers to determine the nature of problems or to explain repairs. Tune or adjust equipment and instruments to obtain optimum visual or auditory reception, according to specifications, manuals, and drawings. Instruct customers on the safe and proper use of equipment. Compute cost estimates for labor and materials. Read and interpret electronic circuit diagrams, function block diagrams, specifications, engineering drawings, and service manuals. Work with CAT 5, CAT 6, BNC, RJ6, speaker wire cables. Install Intercom systems. Do terminations of cables on both ends. Install security cameras on interior and exterior with IP or BNC. Do configuration of DVR to view cameras on networks and smart phones. Mounted the communication racks to panels. Keep records of work orders and test and maintenance reports. Make service calls to repair units in customers' homes, or return units to shops for major repairs.

- **Computer Repair Technician**
South Information Technology, Edinburg, Texas

Jan 29, 2009 - Apr 23, 2010

Converse with customers in order to determine details of equipment problems. Reassemble machines after making repairs or replacing parts. Travel to customers' stores or offices to service machines, or to provide emergency repair service. Reinstall software programs or adjust settings on existing software in order to fix machine malfunctions. Advise customers concerning equipment operation, maintenance and programming. Test new systems in order to ensure that they are in working order. Assemble machines according to specifications, using hand tools, power tools, and measuring devices. Operate machines in order to test functioning of parts and mechanisms. Maintain records of equipment maintenance work and repairs. Install and configure new equipment, including operating software and peripheral equipment. Work with CAT 5, CAT 6, BNC, RJ6, speaker wire cables. Install Intercom systems. Do terminations of cables on both ends. Install security cameras on interior and exterior with IP or BNC. Do configuration of DVR to view cameras on networks and smart phones. Mounted the communication racks to panels. Keep records of work orders and test and maintenance reports. Make service calls to repair units in customers' homes, or return units to shops for major repairs.