

JULIAN HUGHES

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Summary

Seeking an organization that demands and rewards excellence, while providing long term opportunities for advancement and personal growth. A challenging position, providing the opportunity to expand and utilize my skills and experience. My commitment is to add value, meet individual, team and organizational goals and objectives.

Key Areas of Expertise

- Leadership and Employee Engagement
- Mechanical Testing Instruments
- Vision Systems
- AC and DC landing
- Project Scheduling
- Cost and Material Calculation
- Blueprint and Schematic Reading
- Electrical Testing Knowledge
- DC Drives
- CNC Controls

Versatile AC/DC low voltage specializing in diagnostics, repair and customer service. Collaborative team member with extensive technical, customer centric and inclusive style. Experienced Electrical Installation Technician specializing in power line installation, repair and expert knowledge of voltage meters and conduit benders.

Experience

Amazon | Fresno, California 07/2021 - 08/2022
Fullfillment

- Excelled in meeting all performance targets in customer fulfillment, driving individual and team collaboration.

Independent Engagements | Aurora, Colorado 05/2019 - 06/2021
Contract Employment

Westower Communication/ Mastec | Centennial, Colorado 11/2013 - 04/2019
Cellular Technician

- Foreman - managing a crew, maintaining timesheets, vehicle reports, assigning workload, scheduling meetings, conducting site walks, creating and verifying material lists, and complete/closeout documents per construction requirements and codes.
- Responsible for performing battery calculation formulas for AT&T cell sites 1- 5C including installing Battery.
- Backup Units (BBU), wiring all (4/O Telco Flex), removal and installation of batteries, and completion of Bill of Lading (BOL) and EH305 documents.
- Install and remove PDF units for cell sites, creating a Method of Procedure (MOP) and trouble ticket, shutting down the site, removing existing PDF unit and wiring, replacing the PDF with new unit and telco flex wiring.
- General construction tower modification, for monopoles, self-support and guide towers.
- Add, modify and change out antennas, test and troubleshoot radio heads.
- Set and tie rebar, site modification, tower erection, installing ice bridge, cable tray for coax, install collar mount, and change out amplifier.

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- Performed power upgrades and new installs for BBU and 200 AMP Panels from hand holes or poles by trenching, boring, aerial drops, and installing above ground conduit to complete power and fiber runs. Fiber scope testing OTDR trouble shooting Ciena

Time Warner Cable | Centennial, Colorado
Help Desk Technical Support

02/2008 - 11/2013

- Assisted customers with solutions for technical issues (video, internet, digital phone) and processed payments.
- Managed billing/invoicing, account management, database administration, document preparation for daily reporting, travel/meeting coordination and project/program support.
- Prepared trouble tickets (remedy) to dispatch issues to field techs, provided customer updates and resolved concerns surrounding pending work.

Citi Financial Auto | Englewood, Colorado
Collections Representative

06/2003 - 02/2008

- Worked independently managing a portfolio of customer credit accounts.
- Utilized multiple systems/tools to research and provide solutions for each consumer's financial situation.
- Demonstrated professionalism and courtesy working with Consumers and attorneys.
- Met and exceeded monthly production goals, following accounts to ensure payments commitments.
- Utilized multiple skip tracing systems to acquire and document pertinent customer information.
- Negotiate payments through a variety of channels; managed credit card, ach withdrawals and wire transfers.

ADT Security Services | Englewood, Colorado
Help Desk Technical Support

01/2001 - 02/2003

- Resolved various customer concerns and issues with equipment.
- Updated customer database while monitoring elite customer accounts based on activity usage/system detection and contacted customers with potential fraudulent credit card use.
- Resolved all fraud accounts using proper procedures, calming the customer, contacting local police where appropriate, supporting customer with necessary filing records for law enforcement officials.

Year One | Denver, Colorado
Youth Counselor

07/1998 - 12/2000

- Expanded community work in various communities, and recreation centers.
- Developed excellent communication skills as youth counselor and community spokesman.
- Gave lectures to city council leaders, Happy Haynes and Mayor Wellington Webb on development proposals.

Education

East High School | Denver, Colorado
Diploma

Certifications | Accomplishments

- RF Safety Awareness (RS-101w), OSHA10), Colorado CPR and First Aid; Safety One Training, ComTrain Certified; Climbing Safety and Rescue; Nokia Seimens Networks, and Anritsue, pim and line sweep Certification