

Zachary Johnson

IT Support Engineer

PROFILE

Communication Technician with 13+ years of experience in the telecommunications industry. Proven ability to trouble shoot and repair telecommunications equipment, as well as provide excellent customer service.

CONTACT

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EDUCATION

May 2007

BA. Liberal Arts

UNIVERSITY OF NORTHERN COLORADO
Greely, CO

KEY SKILLS

- Technical Knowledge
- Troubleshooting Methodology
- Adaptability
- Problem-solving
- Team leadership

AWARDS

March 2016

Award Title

Ralph Roberts Bow Tie Award

PROFESSIONAL EXPERIENCE

Communication Technician Level 5

Comcast

November 2008 - March 2022

- Highest technical level obtainable in Comcast
- Test circuits and components of malfunctioning telecommunications equipment to isolate sources of malfunctions, using test meters, circuit diagrams, polarity probes, and other hand tools.
- Test repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation.
- Drive crew trucks to and from work areas.
- Inspect equipment on a regular basis in order to ensure proper functioning.
- Repair or replace faulty equipment such as defective and damaged modems, cable boxes, wires, splitter, amps, and associated equipment.
- Demonstrate equipment to customers, explain how it will be used, and respond to any inquiries or complaints.
- Analyze test readings, test history charts, and trouble reports to determine equipment repair needs and required repair methods.
- Adjust or modify equipment to enhance equipment performance or to respond to customer requests.
- Request support from technical service centers when on-site procedures fail to solve installation or maintenance problems.
- Remove loose wires and other debris after work is completed.
- Collaborate with other workers in order to locate and correct malfunctions.
- Climb poles and ladders, use truck-mounted booms, and enter areas such as manholes and cable vaults, in order to install, maintain, or inspect equipment.
- Run wires between components and to outside cable systems, connecting them to wires from telephone poles or underground cable accesses.
- Identify the causes of networking problems, using diagnostic testing software and equipment.

- Install and configure wireless and wired networking equipment.
Troubleshoot network or connectivity problems for users or user groups.

IT

Lawrence Elementary School, Arvada CO
August 2001 – May 2003

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.

UPS Driver/Package Handler

UPS, Silverthorne CO
September 2006 – October 2008

- Obtain signed receipts for registered, certified, and insured mail; collect associated charges; and complete any necessary paperwork.
- Sort mail for delivery, arranging it in delivery sequence.
Deliver mail to residences and business establishments along specified routes by walking and/or driving, using a combination of satchels, carts, cars, and small trucks.
- Return to the post office with mail collected from homes, businesses, and public mailboxes.
- Leave notices telling patrons where to collect mail that could not be delivered.
- Bundle, label, and route sorted mail to designated areas depending on destinations and according to established procedures and deadlines.
- Operate various types of equipment, such as computer scanning equipment, addressographs, mimeographs, optical character readers, and bar-code sorters.
- Search directories to find correct addresses for redirected mail.
- Clear jams in sorting equipment.
- Rewrap soiled or broken parcels.
- Load and unload mail trucks, sometimes lifting containers of mail onto equipment that transports items to sorting stations.