

Eddy Green



Electronics Technician

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01 PROFILE

Skilled and highly proficient Electronics Technician with eight years of successful tenure within the cable television industry. Established expertise and knowledge with all digital telecommunications equipment, home entertainment systems, and video components. Brilliant delivery of professional customer service to clients. Capable and inspired self-starter who is able to work well under limited supervision. Capable work ethic with a determined procedural mindset and practical problem-solving skills.

02 EMPLOYMENT HISTORY

01/2019 — 11/2020

Electronics Technician at Entochem Electronics

Brymbo

Technical Lead managing a team of 17 CAD Draftsmen, accountable for producing 45 final draft drawings per week.

- Validating drawing designs for machinery and tools by checking and comparing dimensions to the original stipulations.
- Performing troubleshooting on electronic systems and repairing them.
- Testing new systems and adhering to procedures of quality control.
- Preparing test reports and recommending system upgrades.
- Preparing weekly evaluations of essential electronic systems, ensuring efficient operation.
- Orienting new electronic engineers on company principles and guidelines in performance.
- Developing and implementing maintenance plans.
- Coordinating with tech teams, developing integration plans and technical profiles.
- Identifying defects in components and finding appropriate replacements.
- Preparing tech reports documenting problems with electronic systems.
- Updating and maintaining circuit systems and electronic systems.
- Preparing reports addressing identified problems or defects.
- Performing regular system checks and recording results.
- Installing cable set-top boxes, television components, and internet networking capability in domestic houses.
- Providing service-call solutions to customers who experience service interruptions with their internet connectivity or cable television.
- Demonstrating capable problem-solving skills in customer service with a 97 percent satisfaction rate from customer surveys following service calls.

Increased production efficiency by 60 percent after redesigning the machine and equipment electrical maintenance schedule.

- Completing equipment repairs of digital and cable connection technology for home entertainment systems.
- Discussing problem history with customers and designing possible solutions following company procedure for troubleshooting.
- Encouraging more than 200 customers to upgrade internet data speeds and cable equipment packages by discussing likely improvements in their service.
- Conducting equipment tests in homes, determining the causes of service interruptions or connectivity problems.
- Maintaining a log of every service visit and specific steps taken during home visits while installing or repairing cable television products.
- Calculating additional costs to customers for added services, parts, and labor to upgrade installations or repair systems.

03 EDUCATION

Nov 2020 — Nov 2020

Electronics Technicians Association

Kent

Certified Electronics Technician

Jan 2018 — Aug 2018

Custom Electronic Design and Installation Association

Springfield

CEDIA Electronic Systems Certified Technician

Jan 2016 — Jun 2016

Association of Technology Management

Ann Arbor

Certified Technology Manager

Jan 2015 — Jul 2015

Certified Calibration Technician

Milwaukee

American Society for Quality

04 SKILLS

Installation	● ● ● ● ●	Analog and digital systems	● ● ● ● ●
Electrical Inspections and Repair	● ● ● ● ●	Diagnostic software	● ● ● ● ●
Calibration	● ● ● ● ●	Electricity	● ● ● ● ●
Writing test cases	● ● ● ● ●	Soldering	● ● ● ● ●

05 HOBBIES

Rugby, Football, Gymnastics

06 LANGUAGES

English	● ● ● ● ●	Spanish	● ● ● ● ●
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