



Eddy Green

ELECTRONICS TECHNICIAN

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.

Employment History

Electronics Technician, Entochem Electronics, Brymbo

JANUARY 2019 – NOVEMBER 2020

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.

Electronics Technician, Techcom Utilities, Venray

JANUARY 2017 – NOVEMBER 2019

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.

Details

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DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

Links

[Linkedin](#)

Skills

Installation

Electrical Inspections and Repair

Calibration

Writing test cases

Analog and digital systems

Diagnostic software

Electricity

Soldering

Hobbies

Rugby, Football, Gymnastics

Languages

English

Spanish

- 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.

Education

Certified Electronics Technician, Electronics Technicians Association, Kent

NOVEMBER 2020 – NOVEMBER 2020

CEDIA Electronic Systems Certified Technician, Custom Electronic Design and Installation Association, Springfield

JANUARY 2018 – AUGUST 2018

Certified Technology Manager, Association of Technology Management, Ann Arbor

JANUARY 2016 – JUNE 2016

American Society for Quality, Certified Calibration Technician, Milwaukee

JANUARY 2015 – JULY 2015