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## Stanley Jefferson

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### Professional Summary

Experienced Comcast Cable Installer has wide knowledge of installation of Comcast products including Xfinity security systems and networking equipment. Able to troubleshoot problems with existing equipment and has own tools. Have completed the intensive field technician training offered on the job through Comcast.

### Core Qualifications

- Knowledge of all Comcast products
- Great technical abilities
- Able to troubleshoot issues with existing Comcast equipment
- Excellent interpersonal skills and good communication
- Able to effectively communicate with customers while onsite to facilitate the installation process
- Experienced with installation and repair of Xfinity entertainment systems security systems and networking systems

### Experience

**Comcast Cable Installer**  
**Comcast Cable South**

**6/1/2007 - 7/1/2014**  
**New Cityland, CA**

- Responded in a timely fashion to customer locations for scheduled installations.
- Inspected installation sites to determine best line placement.
- Drilled holes when needed and ran lines.
- Installed Xfinity entertainment systems regular cable systems networking systems and security systems.
- Tested all installed components to insure they were working properly.
- Activated new installations on-site.
- Gave customers brief tutorials on their new equipment.
- Responded to Comcast repair calls.
- Tested existing systems with which customers were experiencing problems.
- Tested lines and signals using meters and tools.
- Replaced lines as needed.
- If issue was not Comcast's fault gave customer explanation and price quote for repair to site issues.
- Exhibited excellent customer responsiveness and received high marks on telephone and computer surveys.
- Successfully completed intensive technician training course provided by Comcast after being hired.

### Education

**High School Diploma**  
Holland High School

**2006**  
New Cityland, CA

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