Idalia Cavendish

Alarm Technician

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📍 1234 Aspen Grove Lane, Colorado Springs, CO 80920

EDUCATION

Associate of Applied Science in Electronic Engineering Technology at Red Rocks Community College, Lakewood, CO

Sep 2017 - May 2022

Relevant Coursework: Circuit Analysis, Digital Electronics, Microcontrollers, Communications Systems, Networking Fundamentals, Programmable Logic Controllers, Electronic Devices and Applications, Electromechanical Systems, Troubleshooting Techniques, and Technical Calculus.

LINKS

linkedin.com/in/idaliacavendish

SKILLS

Soldering

Circuitry Analysis

Intrusion Detection

Access Control

Video Surveillance

Fire Alarm Systems

Networking

LANGUAGES

English

Spanish

HOBBIES

PROFILE

Dedicated Alarm Technician with 1 year of experience in installing, maintaining, and repairing alarm systems. Skilled in troubleshooting and providing exceptional customer service. Quick learner and team player with a strong work ethic, seeking opportunities to contribute technical expertise and contribute to a safe and secure environment.

EMPLOYMENT HISTORY

Alarm Technician at Safe Systems, CO

Apr 2023 - Present

- Successfully installed and configured 150+ alarm systems in residential and commercial properties within the first year, achieving a 98% customer satisfaction rating and contributing to a 20% increase in company revenue.
- Streamlined the troubleshooting process by developing a comprehensive guide for common technical issues, reducing service call duration by 35% and increasing technician efficiency by 25%.
- Led a team of 5 junior technicians in a large-scale security system upgrade project for a major commercial client, completing the project within the 3-month deadline and resulting in a 40% reduction in false alarms, saving the client $10,000 annually in false alarm fines.

Alarm Technician Assistant at Security Central, CO

Sep 2022 - Mar 2023

- Successfully assisted in the installation and maintenance of over 200 alarm systems within a year, ensuring the safety and security of clients across Colorado.
- Efficiently responded to and resolved 95% of customer inquiries and technical issues within 24 hours, contributing to increased customer satisfaction ratings for Security Central.
- Proactively identified and resolved 30 instances of potential system vulnerabilities during routine maintenance checks, preventing potential security breaches and maintaining the company's reputation for reliable security services.

CERTIFICATES

National Institute for Certification in Engineering Technologies (NICET) Level II Fire Alarm Systems

Mar 2022

Electronic Security Association's National Training School Certified Alarm Technician (ESA/NTS CAT)

Dec 2020

MEMBERSHIPS

Electronic Security Association (ESA)

National Burglar & Fire Alarm Association (NBFAA)