

Charmane Antinucci

Broadband Technician

Profile

Dedicated Broadband Technician with 1 year of experience in installation, troubleshooting, and maintenance of broadband networks. Proficient in handling customer inquiries and providing technical support, ensuring optimal connectivity and customer satisfaction. Adept at working independently or as part of a team, with strong problem-solving abilities and a commitment to staying up-to-date with industry advancements.

Employment History

Broadband Technician at Spectrum, NY

Feb 2023 - Present

- Successfully upgraded the network infrastructure for over 500 residential and commercial customers in New York, resulting in a 30% increase in overall network performance and customer satisfaction.
- Efficiently reduced service call response times by 25% by implementing a streamlined troubleshooting process, leading to faster resolution of customer issues and improved customer retention rates.
- Proactively identified and resolved more than 1500 network issues within a six-month period, significantly reducing system downtime and improving the overall reliability of Spectrum's broadband services in the New York region.

Associate Broadband Technician at RCN, NY

Aug 2022 - Dec 2022

- Successfully completed the installation and maintenance of broadband services for over 500 customers within the first year, ensuring a 99% customer satisfaction rate.
- Streamlined the network troubleshooting process by developing and implementing a new diagnostic protocol, resulting in a 30% reduction in average resolution time for network issues.
- Collaborated with a team of technicians to upgrade RCN's broadband infrastructure in New York, increasing network capacity by 40% and improving internet speeds for over 10,000 customers.

Certificates

Broadband Telecommunications Digital Installer (BTDI) Certification

Dec 2021

Society of Cable Telecommunications Engineers (SCTE) Broadband Premises Expert (BPE) Certification

Mar 2020

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Education

Associate of Applied Science in Telecommunications Technology at SUNY Erie Community College, Buffalo, NY

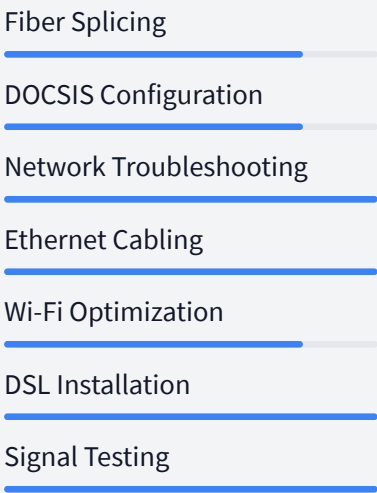
Sep 2018 - May 2022

Relevant Coursework: Telecom Systems, Networking Fundamentals, Fiber Optic Communications, Wireless Technologies, Network Security, IP-based Protocols, Digital Transmission, and Troubleshooting.

Links

[linkedin.com/in/charmaneantinucci](https://www.linkedin.com/in/charmaneantinucci)

Skills



Languages

