

# Camesha Ricord

Phone Technician

## Profile

Dedicated Phone Technician with 1 year of experience in diagnosing, troubleshooting, and repairing a wide range of mobile devices. Adept at providing exceptional customer service, managing multiple tasks, and staying updated on the latest industry trends and advancements. Proficient in software and hardware solutions, as well as maintaining accurate records and inventory management. Seeking opportunities to further enhance technical skills and contribute to a dynamic team.

## Employment History

### Phone Technician at iFixit Mobile Phone Repair, IA

Mar 2023 - Present

- Successfully repaired over 1,500 mobile phones within a year, achieving a 98% success rate and contributing to a 25% increase in overall customer satisfaction for iFixit Mobile Phone Repair, IA.
- Significantly reduced the average repair time by 30% through the implementation of efficient diagnostic techniques and tools, enabling the company to serve more customers and increase revenue.
- Led a team of 4 technicians to improve the store's overall performance, resulting in a 40% reduction in customer complaints and a 20% increase in positive customer feedback within six months.
- Developed and conducted hands-on training sessions for new hires, reducing their learning curve by 50% and ensuring they were proficient in repairing various phone models within two weeks.

### Associate Phone Technician at , IA

Jul 2022 - Jan 2023

- Successfully resolved over 500 technical issues per month, maintaining a 95% customer satisfaction rate and contributing to a 10% increase in customer retention for the company.
- Streamlined the troubleshooting process by creating an effective diagnostic checklist, reducing average call duration by 15%, and increasing the number of daily calls handled by 20%.
- Trained and mentored 10 new hires on company policies, technical knowledge, and customer service skills, resulting in a 30% reduction in training time and faster integration into the team.
- Identified and reported a recurring software glitch affecting 200+ customers, leading to a prompt resolution by the development team and preventing potential loss of clients due to dissatisfaction.

## Certificates

### Mobile Electronics Certified Professional (MECP)

Sep 2021

✉ [camesha.ricord@gmail.com](mailto:camesha.ricord@gmail.com)

☎ (345) 156-6104

📍 123 Cedar Street, Des Moines, IA 50309

## Education

### Associate of Applied Science in Telecommunications Technology at Des Moines Area Community College, IA

Sep 2018 - May 2022

Relevant Coursework: Network Fundamentals, Telecommunications Systems, Fiber Optic Communications, Wireless Technologies, VoIP, Broadband Technologies, Network Security, and Digital Electronics.

## Links

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

## Skills

Circuitry Analysis

Soldering Proficiency

Firmware Upgrading

Network Troubleshooting

Hardware Diagnostics

Software Debugging

Battery Replacement

## Languages

English

Spanish