**R. David Paine III**

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**Field Technician VI**

*Technically sophisticated leader offering 22+ years of experience delivering network solutions and achieving customer satisfaction through in-depth analysis, product knowledge, clear communication, team leadership, and client management.*

**— Areas of Key Emphasis —**

|  |  |  |
| --- | --- | --- |
| * Wireless Network Infrastructure * Training & Development * Vendor Management | * Client Relations * High-Impact Presentations * Organized/methodical Installations | * Troubleshooting * Team Leadership * Strategic Plans/Implementation |

**Signature Achievements**

*Influenced decisions and improvements as an active member of the International Wireless LAN Advisory Board*

*Aided in the creation and development of the 2018 CWAP Certification*

*Computer Systems & Information Technology Advisory Board– Pinellas Technical College*

*Created and grew large ‘Super Tech’ department staffed with computer and cable experts to support broadband customers in SMB, enterprise, hospitality, public, government and healthcare sectors.*

*Awarded first Technical Operations Employee of the Quarter*

*Attained top five specialist rating for three consecutive months.*

**Professional Experience**

**Field Technician VI** | Spectrum (Charter Communications), St. Petersburg, FL2015 - Present

Produce under minimal supervision, basic to complex installation, troubleshooting and repair of video, internet, wireless, cellular and phone services from tap to demarcation locations for residential fiber, commercial and enterprise customers. Ensured optimal functioning of Charter services interface for client business systems and networks using thorough implementation processes, resulting in exceptional customer satisfaction. Coordinate and conduct physical site surveys with customer liaisons and internal project management for all available services.

*Key Accomplishments:*

* Provided mentoring to lower-level Field Technicians and non-field focused members of the Operations teams on various products and troubleshooting techniques.
* Key component fix agent for Wi-Fi related trouble calls in all sectors and verticals.
* Enhance team performance by creating and sharing guides for troubleshooting, installation, and operations.
* Utilize & demonstrate proficiency with tasks, tools, test equipment & information that enhance business results, including RF and Fiber test equipment. Assisting ISP/OSP & ROC representatives in advanced troubleshooting of complex networks.
* Respond to equipment failures, troubleshoot & repair equipment while communicating with customers on a 24 hours a day 7 days a week on-call rotation schedule.
* Organize and maintain system of tracking parts, customer premise equipment and materials for the business and enterprise verticals with a 20-day rotation schedule.
* Adhere to industry specific, local, state & federal rules and regulations for supporting government, military, health care and school deployments of the product base.

**Wireless Network Specialist** | Spectrum (Charter Communications), St. Petersburg, FLJune 2013 – 2015

Delivered high-value wireless solutions by applying technical and analytical skills to facilitate expansion into emerging technology market. Provided in-depth analysis of market trends and outline costs in support of Enterprise, SMB, and hospitality verticals. Showcased my expertise to train departments and external vendors on products and solutions as well as offer technical support. Collaborated on wireless network design and development. Analyzed new testing equipment and materials for deployment. Ensured clearly defined objectives to facilitate success by collaborating with operations, field support, network support and wireless core groups.

*Additional experience as* ***Business Solutions Engineering Analyst*, *Technical Operations Lead*, Quality Specialist, *Technical Specialist I*** *and* ***Product Specialist II*** *at Spectrum as well as* ***Consultant/Owner Operator*** *at Eye Productions.*

**Education and Credentials**

**Associate of Applied Science** | St. Petersburg College

Certified Wireless Design Professional (CWDP) | Certified Wireless Technical Specialist (CWTS) | Certified Wireless Network Admin (CWNA) | Effective Supervision – NCTI | Installer – NCTI | Strengthening People Skills – Rockhurst University | Network+ (2004) – CompTia | Selling Cable MSO Against Satellite – NCTI | Selling Against DBS Providers – NCTI | Understanding Voice and Data – NCTI