
R. David Paine III

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CERTIFICATIONS:

- NCTI – Selling Cable MSO against Satellite
- NCTI – Effective Supervision, Broadband Installer
- Strengthening Your People Skills in the Workplace (Rockhurst University)
- Comptia A+ Hardware/Software
- Comptia Net+
- Installation and Service Tech I for Pinellas County Time Warner Cable Standards

A.A./A.S. 3.86GPA

St. Petersburg College

1985

CAREER SKILLS/KNOWLEDGE

- Quality execution
- Vendor/ customer relations
- Systems consulting
- Installation/ Repair of PCs
- Systems implementation
- Testing/ Debugging
- Alpha/ Beta site testing
- Corporate guidelines
- Training/ Development
- Product management
- Computer presentations/ Public speaking
- Inventory control/ Organization
- Intranet/ Internet connectivity
- Third party product management
- Website design and construction
- Technical assessment/ Results implementation

CAREER ACHIEVEMENTS

- As the first Technical Operations Lead I set the groundwork for a working large staff department capable of resolving all customer issues with High Speed Connectivity by aiding in the creation of "Super Techs" with expert knowledge on both Computers and Cable. Nominated as the first technical Operations Lead for Employee of the Quarter.
- As a Technical Specialist for Time Warner Online Services, raised the standards for which the position required by attending and excelling in RF/Cable related Installation and Service Repair training. On the job customer service skills resulted in numerous customer compliments to the quality division. Timeliness and organization contributed to the overall success of the team in regards to completion and quality of work.
- As a Product Specialist III, took the initiative at a critical time for Time Warner Online Services by initiating and executing a communications channel for feedback while the division expanded to include another geographical location division. Rated in the Top 5 specialists in the division for 3 months running based on guidelines set forth by the Quality Department.

CAREER EXPERIENCE

Bright House Networks – St. Petersburg, FL (2000 – Present)

Technical Operations Lead

Provide in the field support for a team of Technical and Quality Specialists whose main responsibility is the maintenance and establishment as the world leader in High Speed Online services

- Implemented new guidelines to gauge vendor performance based on a report of Service calls in a timed period.
- Aided in the creation and implementation of a Division wide Operations Meeting to Establish Communications between working Vendors and the regions that they support.
- Act as a liaison for vendor relations within all four regions encompassing seven counties
- Tactical support for the Bay Care project which entails over two hundred locations throughout the greater Tampa Bay area all communicating through the Road Runner service on the Bright House Networks Pipe.
- Established guidelines in which to gauge the performance of an installer based on the installation manual.
- Acted as the coordinator for the rollout of our product in an acquisition area (Shaw Communications Pasco County). Maintaining the high standards we adhere to on a cable plant that was several technological advances behind our current infrastructure and educating the existing service and installation department on those standards.
- Support of all the regional warehouse management to provide accurate testing of equipment.
- Aided in the creation of new close codes for properly documenting workflow for installs and service calls.
- Provided installation and support for all VIP customer's
- Responsible for representing the company from a technical aspect on several occasions for Television related news spots.
- Created and implemented a new work order type to properly document the workflow of the department and establish guidelines for better performance.

Technical Specialist I

Provided in the field support for Residential and Corporate customers for the largest fiber network in the world, Bright House Networks' Online Services

- Installed various DOCSIS modems for Residential and Corporate customers.
- Installed Ethernet cards and appropriate drivers and software to insure a quality connection for the customer.
- Consistently attempted to exceed guidelines set for quality customer satisfaction by solving additional issues with customer's equipment such as networks, routers and with computer operating system.
- Identified and fixed issues with the customer's cable plant such as improperly crimped fittings, faulty ground wiring, or signal related issues.
- Acted as a liaison to the customer regarding cable related terminology and scheduling issues.
- Implemented a team effort to minimize wasted time for the department during the critical monthly inventory period.

CAREER EXPERIENCE CONTINUED

Product Specialist III

Provided total support for residential and corporate customers, of the number one rated broadband ISP, Road Runner

- Took incoming calls from 4 separate cues, including, but not limited to, transferred calls from lower tech levels, and retention related calls assisting with connectivity issues involving both the Road Runner provided equipment and software that utilizes that connection
- Assisted with the rollout of the Cape Coral Region providing feedback with procedures for improvements
- Provided new Product Specialists with on the job training
- Assisted in a critical call volume situation with the responsibility of making outbound calls to provide service to customers that were unable to speak with a representative through normal means due to a phone related issue
- Handled the calling of customers with issues that had been escalated to lead status for troubleshooting and or retention purposes
- Suggested and implemented a recycling program for aluminum cans

EYE PRODUCTIONS - Pinellas Park, FL (1997 - 2000)

Consultant

Provide clients with solutions for computer related issues with technical and creative resolutions.

- Installation of Time Warner Road Runner Cable Systems for both business and residential clients
- Sales and service of network and stand-alone PC units
- Troubleshooting and service of networks.
- Sales of telephony system known as Picazo
- Promotion of product for obtaining new client base
- Website creation and maintenance for businesses
- Consultation for and implementation providing software and hardware solutions