

Northsky Communications – Sherwood, OR

02/2015 – Present

Direct broadcast satellite service providers and broadcasters / www.northskycomm.com

Contract Satellite and Communications Technician

- Responsible for all aspects of operations, achieving objectives for growth while maintaining viability
- Train, mentor and supervise new hire technicians – demonstrating proven ability to utilize expertise and leadership to accomplish objectives
- Review installations orders, gather equipment, supplies/tools; coordinate customer appointments with technicians - in turn maximize routing and increase productivity
- Evaluate/plan installation requirements: location access, wiring route, and equipment placement - repeatedly demonstrating ability to address and resolve customer concerns/needs with tact and diplomacy
- Responsible for documenting installations, services and repairs to maintain accurate inventory levels - demonstrated ability to successfully perform tasks in a high-volume environment with speed and accuracy on a daily basis
- Maintain “zero accident” work environment by adhering to Occupational Safety and Health Administration (OSHA) safety practices/policies and adhering to use of personal protective equipment (PPE) to ensure protection of coworkers

Competencies/Transferable Skills

- Organized and detail-oriented with a demonstrated ability to correctly prioritize responsibilities and successfully multi-task in a high-volume/ deadline-driven environment with speed and accuracy on a daily basis
 - Recognized as a valued leader with a positive, approachable, clear, and consistent communication style; ability to work independently and as a valued member of a team offering contributions supportive of a cohesive team environment
 - Strong verbal and written skills with all levels of personnel; positive, approachable, clear, and consistent communication style; warm and engaging interpersonal skills
 - Exceptional customer service skills with recognized ability to address/resolve conflicts/concerns
 - Ability to work independently or as valued member of a team offering contributions supportive of building positive working relationships within diverse, cross-functional environments and teams
 - Industrious, consistent, and thorough; quick and pro-active learner, seeking skills and tools to support doing the job well; ability to quickly adapt to new routines and requirements
 - Demonstrated skill utilizing blueprints/diagrams/schematics, determining appropriate selection of equipment; minor maintenance; proficient with hand, power, and pneumatic tools
 - Accurate, efficient and timely order fulfillment
 - PC proficiency including but not limited to: MS Office (Excel and Word proficient); capacity to quickly learn new applications
 - Excellent body composition, grip/arm/leg strength, muscular endurance/flexibility, eye-hand coordination/dexterity; ability to spend up to 100% of working time standing, walking/moving around, regularly bending at the waist, squatting, kneeling, reaching, stooping, pushing, pulling; ability to lift/move up to 50lbs unassisted in order to perform duties
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