

TESJUAN T. HYLAND

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ELECTRICAL/ELECTRONIC/COMMUNICATION TECHNICIAN

Over 18 years of experience in Electrical/Electronic/Broadband/IT systems. Highly motivated and consistent professional with broad technical background and strong business acumen. Formally trained in Technical Management, Electronics and Customer Acquisition and Retention. Quick study with a passion for technology; equally successful in both team and self-directed settings. Over 8 years experience of Business Operation and Management.

Key Competencies

Systems: RSLogix5000, Windows 9X/NT/2000/XP/Vista/07-10/Cloud/2K3/2K8, Mac OS, Linux Red Hat

Software: MS Project, MS Visio, MS Office 03/07/10/11M (Excel, Word, PowerPoint, Outlook) SAP, Oracle Database, Outlook Exchange Server

Electro/Mechanical: Siemens PLC's, DNET, CntrlNet, E/IP Net; (I/O)Control Switches, Push Buttons, Prox Switches, Light Curtains/E-Stops/Palm Controls, Laser Switches, Limit Switches, Transducers, Flow Switches, Pressure Regulators; Servo Motors(Robotic, Weld Guns); Basic Stick Welding, Pipe Fitting

Broadband/IT/Telephony: OAM, DOCSIS 3, FIOS, FTP, FTC, VOIP, T1 Circuits, CO Switching and Frame Wiring, Outside Plant Install/Repair

Low Voltage/Electronic: Access Control, CCT, POS, A/V Systems, PA/Intercom Systems, Control Systems

KEY AREAS OF SKILL

Industrial Safety · Broadband Communications/IT Systems · AC/DC Circuits · Electromechanical Technology
Electronics Technology · Technical Mathematics · Personnel Supervision · Professional Communication
Blueprint/Schematic Reading · Business Operations · Low Voltage Electrical Systems · Digital Circuits ·
Control Systems

PROFESSIONAL EXPERIENCE

Facilities Technician/Cable Repairman AT&T, Savannah, GA

Aug 2015-Nov 2017

Provided consistent, respectful and professional internal/external customer care. Performed work both inside and outside in connection with providing broadband service between the central office and customer's premises. Adept at working with blueprints, schematics and charts. Operated hydraulic aerial lifts (buckets) and ladders mounted on trucks. Used test equipment to isolate conductor faults or identify defective or broken fibers and located circuit failures and replacing parts; measuring current, voltage and resistance; testing for shorts, grounds and continuity. Used electrical instruments such as span measuring test sets and signal generators to verify and determine defective carrier equipment in subscriber/digital carrier systems. Removed, tested, and replaced plug-in carrier equipment in central office, repeater, and remote terminal locations. Used iPad/iPhone associated with Operations Support Systems related to work locations. Follows established safety procedures.

- One of eight FT's responsible for the Outside Plant service and repair of the entire ATT infrastructure in Savannah Metro area.
- Had critical role in the recovery of broadband service in Savannah after two years of major hurricane activity.

Wire Technician/Uverse Tech AT&T Stockbridge, GA(South Atlanta)

Oct 2011-Aug 2015

Provided consistent, respectful and professional internal/external Uverse customer care. Performed work both inside and outside in connection with providing Uverse broadband service between the Serving Area Interface and customer's premises. Adept at working with install and repair orders. Technical responsibilities and duties included: install, maintain, and repair audio, video, and electronic equipment.

- Contributed to Stockbridge Tech Team being the top performing team in Georgia from 2012 to 2015.
- Recognized for skill and expertise in the field of Electronics and IT, often trained new technicians in the field after 11 weeks of formal training.

Low Voltage Electrician/Electronics System Technician/Owner *Hyland Solutions, LLC Rex, GA(South Atlanta)* Dec 2003-Jun 2011

Owned, operated, and managed Hyland Solutions, a low voltage electrical contract fulfillment company. Establish and maintain cooperative and effective working relationships with Customers, Vendors, Distributors, Contractors, and Employee's. Mentor, supervise and evaluate field technicians to make sure they perform to the standards defined within the code of conduct and vision of Hyland Solutions. Perform duties delegated by investor's for the benefit of Hyland Solutions and the customer in general. Other management duties also included HR, Marketing, Operations and Logistics, and Time Management. Coordinate and facilitate term projects and work acquired thru Union Bid, Fulfillment Platform Bids, and Traditional Bid Offers.

Installed, maintained and/or repaired A/V systems, Broadband/Telephony systems, Network Infrastructure and Topography, PLC's and Electro/Mechanical systems, Software-based Operating Systems, and Application Software. Test and/or troubleshoot electronic equipment and wiring using oscilloscope, voltmeter, ohmmeter, vector scopes, waveform monitors, pattern/frequency generators, and other testing equipment. Determined and ordered parts required to upgrade/repair equipment; adapted/modified existing electronic equipment to specialized need; adjusted equipment for most effective operation. Read and interpret electronic/electrical blue prints and schematic diagrams; gaff poles and used ladders up to 50 feet in height; work in confined spaces; operated scissor lift and boom truck operation.

- Managed up to 16 subcontractors and over a million dollars in assets, product, and materials.
- Acquired and facilitated 5 major fulfillment contract accounts to include: Comcast(commercial/residential), MasTec, HME, Legacy Builders, GT Community Builders

Corporal/Communication & Electronic Specialist *United States Marine Corps Camp Lejeune, NC* Jun 1999-Jun 2003

Design, installation, interconnection, and operation of Marine Corps communication networks and information systems used to transmit information and data. Operate and perform preventive maintenance on both hardware and software systems; including telephone, teletype, switching, radio, cryptographic, and computer systems, and electronic equipment which are essential links in the overall functions of communication. Basic to advanced manual and language skills and precise communication and computer procedures, as well as interact on a daily basis with users to solve communication systems challenges. Attention to detail and the ability to work closely with others were essential requirements. Maintain a Top Secret level 2 security clearance while in service. Other duties include: train subordinates in their MOS and basic military skills. Be accountable for the actions of your squad, section, or team. Enforce the standards of military and physical appearance. Ensure supervision, control, and discipline of subordinates. Assist in personal and professional development of fellow Marines. Provide communication link between the individual Marine and the organization. Plan and conduct the routine and day-to-day unit operation within the policies established by your senior officers. Maintain appearance and condition of unit billeting spaces, facilities, and work areas. Maintain serviceability, accountability, and readiness of assigned arms and equipment. Maintain the established standards of professionalism and job performance for the Marine, the NCO's, the SNCO's and the Corps Support, follow, and implement policy established by the officers.

- Awarded commendation twice for superior leadership in support of Iraqi Freedom in 2003
- Awarded commendation for superior leadership in support of NATO operations in Kosovo.
- Awarded meritorious commendation three times for superior leadership as a US Marine

EDUCATION, LICENSES, CERTIFICATIONS, TRAINING

Devry University
Technical Management, Bachelor of Science in Business 2010

Lincoln College of Technology
Electronics System Technician, Associates of Applied Science 2008

Licenses: Georgia Low Voltage Electrician (lic#: LVG105407)

Certifications: NCCER certified Level 4 EST (5887422), NCTI Jones Core Certified, Comptia A+(*trained), Comptia Net+(*trained)