

Sanjay Ray

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SUMMARY

Field Operations Technician with six years of telecommunications installation, restoration, repair, configuration, **preventative maintenance**, and customer service experience. Supports fiber, copper, internet, voice, and data services across commercial customer environments, including MACD activity, **demarc extensions**, **data circuits**, **rack mounted networking equipment**, and hardware replacement. Performs OTDR testing, documents traces, diagnoses connectivity faults, and verifies service performance before customer handoff. Works independently across changing field conditions while applying safe practices for ladders, heights, confined spaces, tools, vehicles, and lifting requirements. Communicates technical findings in clear customer language and uses calm de escalation during service interruptions. Experience with Nokia, Infinera, Ciena, Microsoft Office, circuit installation, cable routing, and field documentation supports dependable service delivery.

EXPERIENCE

Senior Field Operations Technician

March 2024 - Present

Central Valley Fiber Solutions

Fresno, CA

Leads independent field installation, restoration, maintenance, and customer handoff work for business connectivity services. Supports platform changes, optical testing, equipment repair, safety practices, and technician guidance across commercial sites.

- Completed independent **restoration** assignments, coordinating access, equipment readiness, testing, and **customer handoff** for business services.
- Configured Nokia, Infinera, and Ciena MACD work, validating **optical** and **electrical** paths before closing service tickets.
- Traced internet faults through cabling and rack **equipment**, replaced failed hardware, and confirmed restored demarc connectivity.
- Used OTDR traces to locate fiber events, verify repaired spans, and document findings for engineering review.
- Installed copper, fiber, demarc extensions, and data circuits while applying safe practices around ladders and **confined spaces**.
- Guided newer technicians through documentation and customer communication during outage and escalation situations.

Field Operations Technician

July 2022 - February 2024

SierraLink Communications

Clovis, CA

Handled scheduled business installations, repair calls, circuit changes, and customer communication across multiple commercial locations. Restored internet services through structured troubleshooting, equipment replacement, cable **installation**, OTDR testing, and accurate records.

- Completed business installations involving **internet services**, fiber, copper, rack equipment, and customer demarc extensions.
- Isolated connectivity faults through physical cabling, hardware status, **circuit paths**, and **service configuration** checks.
- Installed **cable** runs and replacement hardware, then tested end to end connectivity before documenting completion.
- Performed **OTDR** tests that separated localized fiber faults from broader path issues for technical review.
- Completed platform changes and disconnects while preserving accurate port, circuit, and service records.
- Managed field appointments independently, communicating arrival status, findings, and outcomes clearly to customers.

Telecommunications Service Technician

November 2020 - June 2022

Golden State Network Services

Visalia, CA

Installed and serviced commercial internet, voice, and **data** connections while building expertise in structured cabling, demarc extensions, rack equipment, hardware **repair**, and customer communication.

- Installed business internet, **voice**, and data connections across commercial sites using **structured cabling** practices.
- Extended copper and fiber service from demarcation points to customer equipment locations through practical cable paths.
- Replaced damaged connectors, cabling, and hardware after confirming service degradation through step by step troubleshooting.
- Prepared rack mounted equipment by labeling connections, verifying power, and completing post installation checks.
- Recorded service actions, materials, circuit information, and customer acknowledgments using **Microsoft Office tools**.
- Explained completed repairs respectfully and escalated unresolved network issues with clear technical notes.

Field Installation Technician

October 2019 - October 2020

Westline Cabling Services

Fresno, CA

Performed supervised commercial cabling work across internet connectivity, copper runs, fiber pathways, demarc extensions, and equipment rooms. Built practical field skills through safe installation, continuity checks, documentation, and customer facing service.

- Performed supervised commercial cabling assignments involving **internet connectivity**, copper runs, fiber pathways, and equipment rooms.
- Prepared cable routes through ceiling, attic, and crawl space areas while following site **safety** procedures.
- Terminated and labeled **structured cabling**, checked continuity, and corrected workmanship issues during senior inspection.
- Supported demarc extension projects by measuring routes, staging materials, documenting endpoints, and completing approved installations.
- Replaced basic field hardware and verified physical connections during **repair** visits under assigned authority.
- Maintained service notes and material records in **Microsoft Office** while developing customer communication habits.

PROJECTS

Commercial Fiber Restoration Program 📅 2024

Restored damaged commercial fiber paths through OTDR testing, hardware replacement, cable repair, service validation, and customer handoff documentation.

Business Connectivity MACD Deployment 📅 2023

Delivered equipment changes and disconnects across Nokia, Infinera, and Ciena platforms, with circuit records, testing, and verified service outcomes.

LEADERSHIP & AWARDS

- Recognized by field leadership for dependable independent service restoration and accurate customer handoffs.
- Selected to guide newer technicians through field documentation and customer communication practices.
- Trusted with difficult outage interactions through calm explanations and respectful de escalation.

EDUCATION

Associate of Science in Telecommunications Technology

Fresno City College GPA: 3.5

2019

Fresno, CA

Coursework: Fiber optics, Network systems, Telecommunications electronics, Structured cabling

CERTIFICATIONS

- Fiber Optics Technician Certificate 📅 2021
- OSHA 10 Hour Construction Safety 📅 2020

TECHNICAL SKILLS

- **Optical Network Equipment:** Nokia, Infinera, Ciena
- **Fiber Optics Testing:** OTDR, Fiber traces, Optical circuits
- **Structured Cabling:** Fiber cabling, Copper cabling, Cable termination
- **Connectivity Services:** Internet services, Voice services, Data services
- **Field Installation:** MACD, Circuit installation, Demarc extensions
- **Network Hardware:** Rack mounted equipment, Hardware replacement, Equipment configuration
- **Service Restoration:** Fault diagnosis, Connectivity testing, Service recovery
- **Maintenance Operations:** Preventative maintenance, Repair work, Field inspections
- **Documentation Tools:** Microsoft Office, Service records, Technical notes
- **Safety Practices:** OSHA 10 Hour, Ladder safety, Confined space safety
- **Customer Service:** De escalation, Customer communication, Service handoff

SKILLS

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|--------------------|---------------------|------------------------|----------------------------|
| • Field operations | • MACD activity | • Demarc extensions | • Preventative maintenance |
| • Fiber cabling | • Internet services | • Circuit installation | • Microsoft Office |
| • Copper cabling | • Voice services | • Hardware replacement | • Customer de escalation |
| • OTDR testing | • Data services | • Service restoration | |

PROFESSIONAL AFFILIATIONS

- Telecommunications field service professional serving commercial connectivity customers across California.
- Fresno City College telecommunications technology community, supporting continued technical learning.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST