

Sanjay Ray

Field Operations Technician

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📍 Fresno, CA 93721

STRENGTHS

- Independent Field Work**
Managed changing site conditions and customer schedules independently, earning trust through steady updates and dependable closeout records.
- Fiber Troubleshooting**
Used OTDR traces and physical checks during difficult outages, turning uncertain fiber faults into clear repair actions.
- Customer Service**
When interruptions became tense, explained findings plainly and kept conversations respectful until service recovery was clear.
- Safety Discipline**
Applied safe practices around ladders, heights, confined spaces, vehicles, and tools so field work stayed controlled.
- Technical Adaptability**
Moved across Nokia, Infinera, and Ciena equipment, learning each platform well enough to support accurate MACD work.

SKILLS

Field operations Fiber cabling

Copper cabling OTDR testing

MACD activity Internet services

Voice services Data services

Demarc extensions

Circuit installation

Hardware replacement

Service restoration

Preventative maintenance

Microsoft Office

Customer de escalation

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

Central Valley Fiber Solutions 📅 March 2024 - Present 📍 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

SierraLink Communications 📅 July 2022 - February 2024 📍 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

Golden State Network Services 📅 November 2020 - June 2022 📍 Visalia, CA

LANGUAGES



MY CAREER



- Senior Field Operations Technician at Central Valley Fiber Solutions (2.6 Years)
- Field Operations Technician at SierraLink Communications (1.6 Years)
- Telecommunications Service Technician at Golden State Network Services (1.6 Years)
- Field Installation Technician at Westline Cabling Services (1 Years)

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

Westline Cabling Services 📅 October 2019 - October 2020 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST