

Amir Horn

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SUMMARY

Field Operations Technician with eight years supporting commercial telecommunications services across fiber, copper, optical, electrical, voice, and data environments. Performs installation, restoration, **preventive maintenance**, repair, configuration, MACD activity, circuit testing, and service disconnection for customer networks. Works with Nokia, Infinera, and Ciena platforms, OTDR equipment, **demarc extensions**, **rack mounted networking equipment**, structured cabling, and **Microsoft Office**. Diagnoses physical layer faults, replaces failed hardware, validates end to end connectivity, and documents findings for customers and operations teams. Communicates technical issues in plain language, handles difficult service situations with patience, and completes independent field assignments safely across changing conditions. Brings practical judgment, disciplined documentation, and customer focused service to every restoration and installation.

EXPERIENCE

Senior Field Operations Technician, Telecommunications

July 2024 - Present

BlueRidge Fiber Solutions

Raleigh, NC

Leads complex field restoration, installation, maintenance, and customer support for commercial fiber, copper, voice, and data services. Coordinates technical work from diagnosis through validation while supporting accurate records, safe execution, and reliable customer outcomes.

- Led commercial **fiber restoration** assignments, pairing fault diagnosis with service validation for reliable customer connectivity.
- Configured **Nokia, Infinera**, and Ciena platforms during MACD work, documenting port and circuit changes.
- Used **OTDR** results and physical inspection to isolate fiber faults, connectors, cabling, or hardware.
- Extended demarcation points and installed **data circuits**, restoring internet service through end to end testing.
- Explained technical findings plainly during difficult visits, helping customers accept restoration plans and timelines.
- Applied safety procedures while driving, lifting, climbing, and entering approved confined or elevated work areas.

Field Service Technician, Telecommunications

May 2022 - June 2024

Piedmont Communications Group

Durham, NC

Delivered business **installation**, repair, preventive maintenance, and **customer support** across offices, retail locations, and light industrial sites. Managed independent routes, structured cabling work, equipment changes, and service communications while maintaining accurate technical records.

- Restored business internet service by tracing cabling, testing circuits, and replacing defective hardware.
- Completed **copper** and fiber runs, **demarc extensions**, equipment mounting, and structured cabling changes.
- Performed **preventive maintenance** and recorded equipment condition, test results, and follow up actions in Microsoft Office.
- Managed independent field routes, adjusting priorities for urgent outages and communicating status with customers.
- Resolved challenging service interactions through patient questioning, practical explanations, and calm expectations management.
- Maintained orderly work areas and followed site requirements during installation and **repair** assignments.

Telecommunications Technician, Commercial Services

June 2020 - April 2022

Carolina Network Services

Greensboro, NC

Supported commercial voice and data connectivity through installation, testing, **hardware replacement**, structured cabling, customer communication, and service documentation. Built dependable field judgment across office, utility, ladder, and confined area assignments while escalating complex conditions with clear notes.

- Tested newly installed circuits and cable paths, correcting termination faults before **customer service** release.
- Replaced hardware and configured equipment during service changes, following documented procedures and diagnostic notes.
- Installed structured cabling through office and utility spaces using ladders and approved confined area practices.
- Maintained customer records, inventory notes, and service documentation in **Microsoft Office** for follow up work.
- Explained installation steps and confirmed functionality with users during **voice** and **data** service activations.
- Escalated complex network conditions with complete diagnostic notes, giving senior technicians useful **repair** context.

Installation Technician, Cabling Services

June 2018 - May 2020

Triad Cabling & Electronics

Winston Salem, NC

Installed copper cabling, electronics, connectivity components, and customer service infrastructure for small business projects. Developed foundational capability in cable routing, termination, equipment mounting, fault tracing, MACD support, material control, and field communication.

- Installed **copper cabling** and connectivity components for small business internet and data service projects.
- Routed and terminated cable, mounted equipment, and prepared sites for service activation.
- Traced basic faults through visual inspection and test equipment, replacing damaged connectors or cable segments.
- Supported **MACD** work by labeling circuits, updating records, and matching completed changes with work orders.
- Maintained vehicle stock, tools, and materials, reducing avoidable delays during scheduled **field assignments**.

- Communicated site conditions and job status clearly with customers and senior technicians.

PROJECTS

Commercial Fiber Restoration Program 📅 2026

Restored customer connectivity across fiber service interruptions by combining OTDR testing, physical inspection, hardware replacement, and end to end validation. Clear findings helped operations teams act faster during follow up maintenance.

Business Demarcation and Circuit Deployment 📅 2024

Delivered internet installations through demarc extensions, copper and fiber cabling, rack mounted equipment, and circuit testing. Practical customer communication kept service changes understandable from site arrival through activation.

LEADERSHIP & AWARDS

- Selected for senior field assignments involving complex fiber restoration and commercial service recovery.
- Recognized by service teams for clear documentation, calm customer communication, and dependable independent route execution.
- Trusted with Nokia, Infinera, and Ciena MACD work requiring accurate configuration records and validation.

EDUCATION

Associate of Applied Science in Telecommunications Technology

2018

Guilford Technical Community College GPA: 3.5

Jamestown, NC

Coursework: Fiber optics, copper cabling, network systems, electronics, telecommunications testing

CERTIFICATIONS

- Fiber Optic Technician Certificate 📅 2021
- Associate Telecommunications Technology Credential 📅 2018

TECHNICAL SKILLS

- **Telecommunications Platforms:** Nokia, Infinera, Ciena
- **Fiber Testing:** OTDR, optical loss testing, fiber fault isolation
- **Cabling Systems:** Copper cabling, fiber cabling, structured cabling
- **Circuit Services:** Internet circuits, voice circuits, data circuits
- **Network Equipment:** Rack mounted equipment, customer premises equipment, network hardware
- **Service Changes:** Moves, additions, changes, disconnects
- **Field Maintenance:** Preventive maintenance, restoration, repair
- **Microsoft Office:** Word, Excel, Outlook
- **Safety Practices:** Vehicle safety, ladder safety, confined area safety
- **Customer Support:** Technical communication, de escalation, service updates

SKILLS

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|----------------------|----------------------|---------------------------|--------------------------|
| • Telecommunications | • Nokia Platforms | • Internet Services | • Service Restoration |
| • Fiber Optics | • Infinera Platforms | • Voice and Data Circuits | • Customer De escalation |
| • Copper Cabling | • Ciena Platforms | • Demarc Extensions | • Microsoft Office |
| • OTDR Testing | • MACD Activity | • Circuit Testing | |

PROFESSIONAL AFFILIATIONS

- Telecommunications field services professional community participant, focused on fiber, copper, and customer network support.
- Fiber optics practitioner with continued interest in safe installation, testing, restoration, and service reliability.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST