



ELECTRONICS AND COMMUNICATIONS ENGINEER

# MICHAEL JOHN POBLACION

## GET IN CONTACT

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## PERSONAL PROFILE

Experienced field service engineer with a successful track record in installing and maintaining Fiber Optics and NGN cable and equipment. Service-oriented individual, with exceptional skills in delivering the best customer experience.

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## AREAS OF EXPERTISE

- Cabling
- Fiber Optics
- Field Installation and Repair
- Telephony
- Test Equipment

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## CERTIFICATIONS

- FOA Certified Fiber Optic Technician (CFOT)

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## OTHER SKILLS

- The ability to analyze complex technical information
- Can operate and Analyze OTDR
- Mechanical Splicing for Fiber
- Operate Optical Fiber Fusion Splicer Machine
- Video Editing
- Excellent problem solver
- Proficient with Microsoft Office applications

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## WORK EXPERIENCE

### Service Facility Associate II

PLDT Inc. | 2020 – Present

- Coordinate, collaborate, maintain relationships with internal and external resources and use standard project management methodologies to ensure that tasks are delivered on time, within the scope, and produce the desired results for the customers.
- Handles the configuration, operation, and maintenance of networking systems hardware (incl. routers, switches, modems & other network equipment) and software (access servers).

### Field Service Engineer II

PLDT Inc. | 2018 – 2020

- Delivers customer experience and provides the best digital solutions to customers.
- Maintains daily communications with customers to ensure resolution and proper follow-up.
- Identifying and participating in sales opportunities such as new contracts, contract renewals, and system sales.

### Field Service Engineer I

PLDT Inc. | 2013 – 2018

- Basic troubleshooting, installation, maintenance, and repair on designated equipment.
- Completing Preventative Maintenance and field modifications.
- Prepare detailed reports at the end of the day.

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## EDUCATION HISTORY

### Technological University of the Philippines

TALISAY CITY, PHILIPPINES

Bachelor of Science in Electronics and Communications Engineering, 2007–2012

### La Consolacion College

BACOLOD CITY, PHILIPPINES

GRADUATED CLASS OF 2007. HONOR ROLL

- Student Council Officer

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REFERENCES WILL BE SUPPLIED UPON REQUEST