

MARVIN MALAYAO

TELECOMMUNICATION TECHNICIAN

CONTACT



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Pozorrubio, Pangasinan, Philippines

CAREER OBJECTIVE

Detail-oriented professional with excellent communication, interpersonal, and creative thinking skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EDUCATION

Panpacific University North Philippines

Bachelor of Science in Computer Engineering

March 2012

LANGUAGES

English

Filipino

Bisaya

WORK EXPERIENCE

Junior Costumer IP Network Specialist

PLDT INC (Philippine Long Distance Telephone Inc)

October 2018-present

- Install, arrange, and maintain copper telephone cables, fiber-optic cables, and related equipment.
- Configure and troubleshoot Cisco routers, RAD demarcation devices, and OneAccess routers.
- Establish voice and data networks by running, pulling, and splicing cables.
- Perform preventive maintenance on network devices to minimize downtime.
- Provide technical support to end-users in resolving networking problems.
- Perform system maintenance activities such as patching, upgrades, and configuration changes.
- Receive service orders and repair tickets from supervisors to perform specified work.
- Diagnose and locate equipment faults, and adjust, replace, or repair telecommunications equipment.
- Inspect and test the operation of telecommunications equipment.
- Repair or replace defective telephone equipment.
- Test installed telephone systems to locate transmission faults.
- Complete and maintain test and service reports.
- Determine the nature, cause, and location of the trouble.
- Operate computerized testing systems to conduct service tests on customer lines and equipment
- Install and maintain aerial and underground telephone equipment
- Splice, join, and connect wires such as Fiber optic and copper cable.
- Climb and work aloft on poles, ladders, or other support structures
- Knowledge of OTDR (Optical Time-Domain Reflectometer) testing and Fusion machine

Quality Assurance Team Leader

PLDT INC

(Under LBPSC - WUHAN FIBERHOME)

February 3, 2018 - August 21, 2018

- Assisted in troubleshooting technical issues related to the fiber optic installation under test.
- Investigated customer complaints and non-conformance issues.
- Identified training needs and organize training interventions to meet quality standards.
- Interpreted and implemented quality assurance standards.
- Identified opportunities for process optimization through automation or improved workflows.
- Reviewed customer feedback data to identify areas requiring quality improvement initiatives.
- Trained new Quality Assurance Team Members on best practices related to QA processes.

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TELECOMMUNICATION TECHNICIAN

EXPERTISE

- **Telecommunication Infrastructure:** experience in installing, maintaining, and troubleshooting copper and fiber-optic cables, as well as related equipment. Proficient in establishing voice and data networks and performing preventive maintenance.
- **Network Configuration and Troubleshooting:** Skilled in configuring and troubleshooting Cisco routers, RAD demarcation devices, and OneAccess routers. Expertise in diagnosing and repairing equipment faults, conducting system maintenance, and conducting OTDR testing.
- **Quality Assurance and Process Optimization:** Experienced in troubleshooting fiber optic installations, investigating complaints, and implementing quality assurance standards. Proficient in identifying areas for process optimization and training team members.
- **Customer Support and Troubleshooting:** Proficient in assisting customers with telephone and internet connection troubleshooting. Skilled in resolving problems and troubleshooting voice and data systems promptly.
- **Hardware Installation:** Experienced in installing servers, workstations, peripherals, routers, switches, FAMCAM, and IPTV. Collaborated on telecommunication installations involving internal cable and conduit systems.

REFERENCES

Raul Ramos

Junior Customer IP Network Specialist

 0998-551-2319

WORK EXPERIENCE

Outside Plant Technician

PLDT Inc

(Under Proserve Multi-Resources Specialist Inc.)

March 3, 2014 - December 31, 2017

- Installed and maintained copper telephone cables, fiber-optic cables, and related equipment.
- Collaborated on telecommunication installations involving internal cable and conduit systems.
- Assisted customers with troubleshooting their telephone and internet connections.
- Performed preventive maintenance on network devices to minimize downtime.
- Received service orders and repair tickets from supervisors to perform specified work.
- Resolved problems by repairing or replacing defective equipment and telephone instruments.
- Troubleshot technical issues with voice and data systems in a timely manner.
- Established voice and data networks by running, pulling, and splicing cables.
- Installed new hardware components including servers, workstations, peripherals, and cabling.
- Installed telecommunications equipment, routers, switches, FAMCAM and IPTV

SKILLS

- **Fiber Optic Installation and Splicing:** Knowledge in installing and splicing fiber optic cables, ensuring proper connectivity and performance.
- **Network Installation, Troubleshooting, and Maintenance:** Possess strong skills in identifying and resolving network connectivity issues, minimizing downtime, and ensuring customer satisfaction.
- **Testing and Measurement:** Experienced in using tools such as OTDR and Power Meters to perform testing and measurement tasks for network diagnostics and optimization.
- **Hardware Installation:** Experienced in installing a wide range of hardware components such as servers, workstations, peripherals, and cabling. Proficient in installing telecommunications equipment, including routers, switches, FAMCAM, and IPTV.
- **Quality Control and Assurance:** Experience in implementing quality control measures, conducting audits, and ensuring the highest standards of quality in telecommunication services.
- **Safety and Physical Abilities:** Proficient in climbing and working at heights on poles, ladders, and various support structures.
- **Computer Skills:** Excellent computer skills, which enable leveraging technology effectively, streamlining processes, and improving productivity.
- **Analytical Thinking:** Strong attention to detail and an analytical mindset that enabled me to identify and resolve issues promptly, enhancing operational efficiency and finding effective solutions in the telecommunication field.
- **Strong communication and interpersonal skills:** Effective communication skills, both verbal and written, along with the ability to interact positively with colleagues, clients, and customers.
- **Ability to work independently and as part of a team:** Capable of working effectively both independently and collaboratively within a team environment to achieve shared goals.
- **Team Leadership:** As a Quality Assurance Team Leader, I've gained valuable experience in leading and coordinating teams of professionals, fostering a collaborative environment, and achieving shared goals.