

NAME Craig Williams
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WHEELERS HILL VIC 3150
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VALUE OFFERED *With extensive experience in providing end-to-end customer service, as an independent sub-contractor for Telstra and Foxtel, in all areas of telephone and cable television installation for both residential homes and large commercial complexes, you will find me a hard-working, self-motivated worker who enjoys a challenge!*

CAREER SUMMARY

2007 - current

Speciliast Projects

Telstra

- Provided high level service for specialty related, time sensitive projects for Telstra, whilst still maintaining the sub contracting side of the business
- Demonstrated an extensive knowledge of installations, wiring, IDF and MDF distribution, civil construction, networks, hubs and plan reading
- Demonstrated ability to work within strict timeframes and deadlines for complex projects
- Liaised directly with clients, both over the phone and in person, in a friendly and professional manner
- Utilised well-developed communication and negotiation skills providing creative solutions to customer needs and wants
- Installed customer wiring and jointing for all phone services for the exchange to the socket
- Maintained full public liability insurances and accreditations
- Provided outstanding levels of customer service with a focus on customer loyalty and returning clientele
- Demonstrated excellent organisational and time management skills resulting in smooth business operations
- Provided strong team leadership and undertook all aspects of human resource management including recruiting, supervision and training
- Committed to continued personal and professional development through completing as many training opportunities as possible to consistently upgrade my skills and encouraging my staff to do the same
- Ensured all staff were pro-active in maintaining a safe working environment for themselves and customers

**CAREER
SUMMARY (cont.)**

2004 - 2007

Civil Construction – Sub Contractor

Telstra

- Worked within civil construction for Telstra, whilst still maintaining the sub contractor business for Foxtel installations
- Utilised maintained the job specific civil construction truck which incorporated an excavator and drilling equipment for onsite installations
- Completed installations to residential and commercial premises including wiring and fit out as well as installation of alarm systems
- Conducted extensive work within industrial estates by hauling cable, fit off and installation of the MDF
- Managed up to 250 jobs and 9 staff members at any given time with a high degree of professionalism and integrity
- Maintained the extensive Waverly Park Mirvac Estate for all Telstra services including Broadband, telephony and cable TV, totalling 350 connections

2000 - 2004

Sub Contractor

Foxtel –Telstra

- Worked as a sub contractor for Telstra, installing Foxtel, Broadband and a wide variety of Telstra services to residential homes
- Continued to expand my fleet of vans and staff to keep up with demand and high levels of customer service
- Completed regular staff training and development
- Provided the highest levels of customer service, and ensuring team members did the same
- Established strong supervision and direction of team, encouraging staff members to reach and exceed their utmost potential
- Maintained excellent understanding of current workplace health and safety procedures ensuring a safe working environment for myself and co-workers

1998 - 2000

Installations

Telstra Exchange

- Worked as part of a team within a newly created project aimed at installation and fault finding from the Telstra Exchange
- Conducted pre-plaster wiring of the telephony network in nursing homes, hotels, cafes and hospitals
- Configured end to end services including crone frames IDF and MDF to the distribution frame (cabinet or pillar)
- Demonstrated ability to provide end-to-end client service for the installation of telephone and cable television networks in large commercial buildings

**CAREER
SUMMARY (cont.)**

1996 - 1998

Cable TV Installer

Pracom - Telstra

- Worked as a cable TV and telephone installation specialist for Optus Vision to residential homes
- Obtained a fully accredited Austel Licence within the first year
- Involved with the implementation of installing Arial Foxtel during the pivotal pilot program phase
- Demonstrated ability to successfully and continually exceed work standards and team objectives
- Liaised with customers and suppliers in a professional and friendly manner ensuring positive working relationships
- Promoted to manager of VIP home installations for Foxtel and Broadband services
- Supervised a team of 5 staff during the installation at VIP homes which often took up to 3 days
- Completed complex installations of large home entertainment systems within VIP classification homes
- Conducted regular service calls to residential homes for trouble shooting, signal shortage and report writing on faults
- Attended after hour call-outs for various situations to ensure customer satisfaction
- Completed regular auditing of installations and customer feedback

**EDUCATION &
TRAINING**

Open Registration Cabling Licence. ASIAL

Registration No:S22873

Red Card Safety Induction

Course Code 15130SA Card No:18790

Power Awareness Skills Enhancement Course

Etta-Training, 1996 - 2001

Telstra Approved A.N.T 1

Etta-Training, 2000

Telstra Approved Customer Premises Equipment Installation Course

(Incorporating Joint Copper Cable: Plan Reading: Regulatory Framework 1 - MDF & IDF – Cable Types: Installation Methods)

Etta-Training, 1998

Basic Telephony NTC014 and Co-Axial Cabling NTC020

Etta-Training, 1997

Traffic Control, Road Work Signing & Safety

Visionstream 2005

Computer Skills

Microsoft Office, Adobe, AutoCAD Limited

REFEREES

Renato Pellicano
Joint Managing Director
Pellicano Builders
0418 345 051

Noel Fabian
Director
Fabcom Communications
0419 514 536
