

Kenneth F. Collins

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Objective

Professional technician with a salesman's personality and the focus of a trained martial artist in pursuit of the opportunity to grow and advance with the positive application of a unique variety of skills.

Skills

- Open, effective, clear, and concise communication skills
- Strength working independently as well as a member of an organized group
- Technical abilities: Microsoft Word, PowerPoint, Publisher, Excel, Internet
- Experience in troubleshooting, resolving hardware and software problems.
- Certified technician offering a strong experience in power supply maintenance, CISCO, DOSCIS 3, Microsoft Office.

Professional Experience

Network Engineer II/Sales Rep

Cox Communications, Herndon, VA

Aug 2006 - Aug 2014

- Provided fast, efficient, and courteous service to customers simultaneous to meeting standards for performance and safety.
- Responsible in supplying daily logistics to provide continuous service with ability to problem-solve creatively and to adapt based on changing demands.
- Offered outstanding service and created positive impressions by greeting customers immediately and politely, confirming solutions to concerns prior to departure.
- Applied creative and critical problem solving skills to diagnose and resolve power outages.
- Trained all new technicians to effectively troubleshoot and diagnose problems related to internet/cable services, including DOCIS 3 modems and CISCO software.

Journeyman Pressman/Sales Rep

Balmar Printing and Graphics, Falls Church, VA

Jan 1989 - Aug 2006

- Provide excellent service to customers and fulfilling their needs in and friendly and professional manner.
- Ensured effective maintenance and operation of all printing tools and equipment with attention to detail.

Personal Fitness Trainer

Gold's Gym, Annandale, VA

Aug 2000 - Aug 2002

- Designed personalized fitness programs appropriate to the goals and needs of each client.
- Provided training and support in the safe and proper use of exercise equipment
- Encouraged implementation of proper diet and skills to achieve and maintain goals.
- Incorporated martial arts skills and techniques (developed during personal attainment of 3rd Degree Black Belt) to support clients' development of confidence and ability.

Education and Certifications

Broadband Network Technician Certification, 2013

Heidelberg 5-Color Printing Certification, 1989

Jackson State University, Jackson MS

48 credit hours toward BA, Physical Education