FRANCISCO SERRA

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PROFILE SUMMARY

Experienced telecommunications technician with over ten years of experience in roles across various projects throughout Australia, New Zealand and Chile. A strong background in HFC, NBN and fibre optics work and proficiency in installation, maintenance and problem solving of telecommunication systems.
I am currently seeking a company willing to sponsor me on a working visa and I am able to relocate in short notice.

TICKETS AND CARDS

- White card
- Asbestos awareness
- Working at heights
- Working with children check
- Enable card
- EWP 11M
- Traffic management

WORK EXPERIENCE

Box Maker
Riverlock, Opotiki, NZ | March 2024 – June 2024

Duties

- Constructing and preparing boxes from flat-packed materials
- Ensuring boxes are well constructed
- Inspecting boxes for any defects or damage to ensure they meet the standards for packaging kiwifruit
- Monitoring and managing inventory of box materials
- Ensuring a steady supply to meet packing demands

POS Technician
SSI Outsourcing, Chillán, Chile | October 2022 – April 2023

Duties

- On-site support
- Configuration and installation of EFTPOS (Very phone) for Transbank and GetNet
- Completing successful inductions for new customers

Telecommunications Technician (sub-contractor under own ABN for various clients)
Melbourne, AU | April 2020 - June 2022

Duties

- Fiber optics hauling

- Telecommunications rough-in and fit-offs, phone and data point connections, internal conduit and builder box enclosures
- Commercial coaxial work
- NBN civil and HFC fit off works, including activations
- Addressing and troubleshooting network blockages and outages
- FTTP and FTTC integration of NBN
- Supervising junior technicians of fiber connections (FTTP), OTDR multimode, Pon power meters, testing and multi-port
- Reporting of events and conducting testing through software
- MDU cabling and MDU civil works
- Liaising with domestic customers via the client

Field Surveyor / Scooper
Tandem Corp, Melbourne, AU | November 2019 – March 2020

Duties

- Identifying pits, poles and other existing fixtures to assess the suitability for the network
- Inspecting and assessing the fitness of ducts & pits in order to identify suitability
- Taking records and updating notes remotely
- Field assessment, verification and development of alternative design options
- Identify & validate irremediable duct sections, ensuring OH&S requirements were met
- Achieve agreed business targets for all work allocated
- Adhered to budget targets for work allocated
- Understanding of SORs and application of them
- Planning and preparing new scope of works when existing plant is not suitable
- Engage with resident and customer and local council in relation to field validation and survey of the MTM design where required reparation SDU and MDU defects
- Supervision of fiber connections FTTP, OTDR multimode, Pon power meter testing on tap and multi-port
- Reporting events and tests
- Supervision of terminations and connections, reinstatements about NBN HFC, fiber optics from sub-contractors and geo location photos

Assistant Technician / Team Helper
Infocept, Melbourne, AU | July 2019 – October 2019 (contract role)

Duties

- Cutting-in, DPU drops
- Joint maker and integration of network on ATLAS
- NBN FTTC

November 2018 to June working holiday visa in New Zealand , working seasonal jobs and travelling

August 2018 to October Helping my mother business in Chile

June 2018 to July 2018 holidays in New Zealand

March 2018 to June 2018 studying IELTS

NBN Labourer
August 2017 – February 2018

Duties

- Underground civil installations of HFC, SDU and MDU
- Prepare site for installation and location of services
- Grundomat and trencher excavations
- Coaxial connections from PCD to the Tap -RF measurement, including, basic testing hauls, preparation, termination and connection of cable, including lead-in (RG6/11) cables
- Fixing network blockages
- p5, p6 new Installations

POS Technician
IT-Blue, Chillan, Chile | October 2015 – January 2017

Duties

- Technical support and maintenance for IBM platforms of Transbank POS and HOST equipment
- Arranged transport of systems and equipment

Service Desk Analyst
Quintec, Chillan, Chile | December 2014 – January 2014 (contract role)

Duties

-Incident Management

   - Responding to and logging incoming calls, emails, and service desk tickets.

   - Diagnosing and resolving technical hardware and software issues.

   - Escalating complex issues to higher-level IT staff or specialized teams.

   - Providing technical support to end-users via phone, email, or in-person.

   - Assisting users with corporate accounts setup, software installations, and troubleshooting.

PREVIOUS ROLES

Telecommunications Technician, Selkis Chillan, Chile | January 2012 – November 2014

Paneles Arauco Nuevo Aldea, Chile | June 2011 – December 2011

Production Planning and Scheduling:

   - Developing and maintaining production schedules to meet the company demands and optimize resource utilization on IMPROD (corporate software).

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-Use dynamic tables on Microsoft Access to control production

Conducting regular inspections to ensure products meet quality standards. Implementing and monitoring quality control processes and procedures.

Providing training to production staff on equipment operation, safety protocols, and standard operating procedures (SOPs).Identifying skill gaps and organizing additional training as needed.

EDUCATION

Telecommunications Connectivity and Networks | Incacap Chillian, Chile | 2010

SKILLS

●Able to work unsupervised and trusted in customer homes and at client sites

●Networking Fundamentals:

Understanding of OSI and TCP/IP models. Knowledge of networking protocols (TCP/IP, UDP, FTP, HTTP).

●Cabling and Wiring:

Installing, terminating, and testing network cables (e.g., Cat5e, Cat6, fiber optics).Familiarity with Ethernet and fiber optic cabling standards.

● Equipment Installation and Configuration: Setting up and configuring routers, switches, modems, and other networking hardware. Proficiency with equipment from major vendors like Cisco and others.

●Wireless Networking: Understanding Wi-Fi standards (IEEE 802.11) and configuring wireless access points.Knowledge of wireless security protocols (WPA2, WPA3).Voice over IP (VoIP):Basic understanding of VoIP technologies and protocols (SIP, H.323).Experience with VoIP systems like Asterisk, Cisco.

●Network Security:Implementing basic network security measures (firewalls, VPNs, ACLs).

●troubleshooting and Problem-Solving Skills:Diagnostic Tools: Using tools like ping, traceroute.

- Office a User level
- IT hardware support
- Sound understanding of Australian NBN networks

LANGUAGES

- Spanish – native communicator, excellent both oral and written
- English – advanced level English, confident in both oral and written communication