

Russell J. Adams

Field Technician | USAF Veteran | HFC & Fiber Network Specialist

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Professional Summary

Experienced field technician with 4 years at Spectrum (Charter Communications) installing and troubleshooting HFC and fiber network infrastructure across residential and commercial environments. Proficient in DOCSIS signal analysis, RF troubleshooting, coax/Cat6/fiber termination, CPE installation, and structured cabling. Strong customer-facing communication and independent problem-solving. USAF veteran with additional telecom support and logistics experience. Clean driving record. Comfortable working on ladders, in attics and crawl spaces, and in all weather conditions.

Core Competencies

- HFC & Fiber Optic Network Installation • Structured Cabling & Rack/Cable Management
- DOCSIS Signal Analysis & RF Troubleshooting • Splitter, Tap & Amplifier Configuration
- Coax, Cat5e/Cat6 & Fiber Termination • Triple-Play Service Install (Internet/TV/Voice)
- CPE Installation (routers, gateways, eMTAs, ONTs) • Work Order Documentation & Customer Training
- Wi-Fi Troubleshooting & Coverage Optimization • Ladder Work, Confined Spaces & All-Weather
- Signal Level Meters, TDR & Test Equipment • Network Security Fundamentals

Professional Experience

Spectrum (Charter Communications) — Field Technician II (2017 - 2021)

- Installed and maintained Internet, TV, and Voice (triple-play) services across residential and commercial accounts on Spectrum's HFC network.
- Performed DOCSIS signal diagnostics using signal level meters; identified and resolved RF impairments including ingress, signal leakage, and node-level issues.
- Terminated and tested coax, Cat5e/Cat6, and fiber drops; installed splitters, taps, amplifiers, and distribution panels.
- Configured and provisioned CPE including gateways, routers, set-top boxes, DVRs, eMTAs, and wireless access points.
- Ran structured cabling through attics, crawl spaces, and exterior walls; maintained clean cable management and safety compliance.
- Completed daily work orders, documented materials used, performed customer walk-throughs, and trained end users on equipment and services.

Amazon Logistics — Delivery Associate (2021 - Present)

- Completed 180-200+ stops per day with accuracy, safety, and route efficiency.
- Recognized for reliability and teamwork (Driver of the Month). Clean driving record maintained.
- Demonstrated consistent physical stamina: lifting, carrying, and working independently across full shifts.

Telecom Outsourcing & Call Centers — Technical Support (2012 - 2017)

- Provided tier 1-2 technical support for cable and fiber customers: modem/router configuration, Wi-Fi troubleshooting, signal issues, and connectivity diagnosis.
- Guided customers through wiring checks, device resets, and CPE setup; escalated complex issues with structured case documentation.
- Managed high-volume call queues while maintaining quality and resolution metrics.

United States Air Force — Operations Intelligence Analyst (2006 - 2010)

- Analyzed technical and operational data under strict deadlines to support mission-critical decisions.

- Applied operational security (OPSEC) protocols and maintained documentation discipline in high-tempo environments.
- Processed multi-source data to identify patterns, threats, and actionable intelligence.

Education & Certifications

- **Certified Ethical Hacker (CEH)** — EC-Council (2025)
- **Google Cybersecurity Professional Certificate** — Google (2025)
- University of Kansas — Coursework in Mathematics, Algorithms, Network Security, Cryptography (2010 - 2012)
- USAF — Intelligence Operations Specialist Course (2006 - 2010)