

JORGE CRUZ PÉREZ

Telecommunications Field Technician • GPON / FTTH

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PROFESSIONAL SUMMARY

Telecommunications field technician who installs, activates and troubleshoots GPON fiber-to-the-home service for Megacable in the Riviera Maya. Brings more than 10 years of hands-on electromechanical maintenance experience and seven semesters of Industrial Engineering with a specialty in Quality. Enrolled in FOA CFOT certification (October 2026) and working toward BICSI credentials on the path to ICT infrastructure design. Spanish (native) and English (B1).

CORE SKILLS

Fiber / FTTH	GPON service activation · preconnectorized fiber drops · aerial installation at height · mechanical connectors and splices · fiber distribution box connections · ONT optical levels (Huawei, Nokia, ZTE)
Customer equipment	ONT, router and Wi-Fi Mesh installation · OTT streaming devices · UTP / RJ-45 termination · in-home cable routing
Troubleshooting	Interference · latency · outages · slow upload and download speeds · basic network and system faults
Safety and operations	Work at heights (NOM-009) · electrical safety (NOM-029) · PPE · crew materials requisition and inventory · daily service-order routes
Electromechanical	Electrical · refrigeration and A/C · water pumps and pressure systems · plumbing · MIG and stick welding

EXPERIENCE

Telecommunications Field Technician

Feb 2026 – Present

Megacable · Cancún district, Riviera Maya

- Install, activate and repair GPON fiber-to-the-home internet and streaming TV service for residential and business customers.
- Connect preconnectorized fiber drops, including aerial runs at height, and make fiber connections and splices with mechanical connectors.
- Install ONTs, routers, Wi-Fi Mesh systems and OTT streaming devices; terminate RJ-45 connections; diagnose interference, latency, outages and speed problems.
- Manage crew materials through formal warehouse requisitions; work 10-hour shifts tracked by daily productivity points.
- Crew averaged **9.87** daily productivity points in July 2026, above the Cancún district average of 9.25; earned **4 performance bonuses** in a single week in June 2026.
- Completed **26 Megacable (UniMega) training courses**, including work at heights, electrical safety, ONT optical levels and Wi-Fi Mesh design.

Electromechanical Technician, Refrigeration & A/C

2022

Desarrollos Dine S.A. de C.V. · Hospitality sector, Quintana Roo

- Maintained refrigeration and air conditioning equipment in a hospitality setting.
- Received an STPS DC-3 labor competency record for this occupation.

Maintenance Technician & Welding Specialist

2015 – Present

Independent · Quintana Roo and Veracruz

- Structural repairs and metal fabrication by welding; reinforced supports and structural components.
- Installed and repaired plumbing, water pumps and hydraulic systems in residential and commercial properties.
- Preventive maintenance on electrical and lighting systems; responded to emergency maintenance calls.

General Maintenance Technician

2012 – 2015

Construction and facility maintenance projects · Veracruz

- Supported installation of mechanical systems and general facility repairs.
- Repaired doors, locks, windows and structural components; performed basic electrical diagnostics.

CERTIFICATIONS AND TRAINING

- **Work at Heights, NOM-009** · Megacable UniMega · 2026 (new-hire and recertification)
- **Electrical Safety, NOM-029** · Megacable UniMega · 2026 (new-hire and recertification)
- **Fiber and Wi-Fi technical training** · Megacable UniMega · 2026 · ONT optical levels (Huawei, Nokia, ZTE); Wi-Fi Mesh design, diagnosis and installation; Diagnostics CPK Auditor
- **Safety and compliance training** · Megacable UniMega · 2026 · Manual load handling (NOM-036), safety signs (NOM-026), road safety, information security (PCI DSS), personal data protection
- **STPS DC-3 labor competency record** · Mexico Ministry of Labor · 2022 · Electromechanical Technician, Refrigeration and A/C
- **Driver's License, Type C** · Quintana Roo · valid to Oct 2027

IN PROGRESS

- **FOA Certified Fiber Optic Technician (CFOT)** · enrolled, Oct 28–29, 2026 · BAS Academia, Mexico City · includes fusion splicer, OTDR and IEC connector cleaning certificates
- **OSHA 10 Construction** · planned Nov 2026
- **BICSI path** · Installer 1 → Installer 2 Optical Fiber → RCDD (long-term goal: ICT infrastructure design)

EDUCATION

Industrial Engineering, coursework completed (7 semesters, specialty in Quality)

2014 – 2019

Instituto Tecnológico Superior de Las Choapas (TecNM) · Las Choapas, Veracruz

- 41 courses passed; 181 of 260 credits. Complementary activity rated “Excellent” (100/100). Degree completion through TecNM credit equivalency is planned.
- Relevant coursework: industrial electricity and electronics, statistical quality control, metrology and standards, maintenance management, industrial health and safety, project management.

High School Diploma

2014

Universidad Popular Autónoma de Veracruz

LANGUAGES

Spanish (native) · English (B1, intermediate)