

Brianna Hughes

Broadband Technician

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Summary

Broadband technician with 1 year installing and repairing internet, TV and phone service for homes and small businesses in Kansas City, after a year in internet customer support. Activates fiber and coaxial cable service, sets up modems and Wi-Fi, and uses clear communication skills to explain the work to every customer.

Experience

Broadband Technician 09/2025 - Present

Heartland Fiber & Cable Kansas City, MO

Field technician for a regional internet provider serving 180,000 homes.

- Complete 6-8 installs and repair calls a day, holding a 96% first-visit resolution rate.
- Activate fiber to the home (FTTH) service at 300+ homes, checking light levels at each ONT with a power meter.
- Diagnose slow speeds and outages on coaxial cable lines with signal level meters, replacing 120 bad connectors and splitters.
- Set up modems, routers and mesh Wi-Fi, keeping repeat trouble calls under 5% within 30 days.

Customer Support Representative 06/2024 - 08/2025

Midwest Connect Internet Overland Park, KS

Phone and chat support for residential internet customers.

- Resolved 40+ calls a day on Wi-Fi, modem and billing issues with a 4.7/5 customer survey score.
- Walked customers through DOCSIS modem resets and router setup, cutting truck rolls on handled calls by 18%.
- Scheduled 25 technician visits per week and documented each issue clearly for the field team.
- Escalated 15 area outages a month to network operations with addresses and signal readings attached.

Education

High School Diploma 05/2024

Lee's Summit North High School Lee's Summit, MO

Skills

- Fiber to the Home (FTTH)
- Coaxial Cable
- DOCSIS
- Modem and Router Setup
- Wi-Fi Troubleshooting
- Signal Level Meters
- Power Meter
- Ladder Safety
- Customer Service
- Communication Skills

Certificates

Broadband Premises Installer (BPI)

01/2026

SCTE

OSHA 10-Hour General Industry Safety

10/2025

OSHA Training Institute