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| **Phil Roberts**Customer care & cashier**SUMMARY / OBJECTIVES / PROFILE**

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| --- |
| Enthusiastic HVAC Mechanic with 3 years of experience in the maintenance, installation, repair of air handling, air-conditioning units and temperature controlled water distribution systems. Proficient with climate control systems. Now I am seeking an opportunity to work as an HVAC technician in a reputable business in the region. |

**Work EXPERIENCE**

|  |
| --- |
| **HVAC Technician, SCOTTSDALE Golf course**  |
| Scottsdale, Arizona — 2012-2015 |
| **Responsibilities**: |
| * Visiting work sites to determine the client's requirements
* Installing, maintaining, and repairing HVAC equipment, including ordering the necessary parts, when needed
* Making rounds of equipment to ensure all auxiliary components are operable and in good condition
* Tracking all work orders in the internal system, including entering materials used and hours worked
* Selling ongoing maintenance contracts to customers
 |
| **Accomplishments:** |
| * Exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.
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| * Ut enim ad minim veniam, quis nostrud exerc.
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| **HVAC Mechanic, Phoenix International** |
| Phoenix, Arizona — 2011-2013 |
|  |
| **Responsibilities:*** Traveling to customer' homes on a daily basis, visiting 2-4 work sites per day
* Consulting with customers on their HVAC needs Installing new heating, ventilation, and cooling sytems
* Inspecting HVAC systems for effectiveness and safety
* Troubleshooting HVAC systems, ordering new parts, and completing repairs Maintaining accurate inventory of all equipment and parts
 |
| **Achievements:** |
| * Increased customer satisfaction level by 25%
 |
| * Personal customer service satisfaction level of 96%
 |

**EDUCATION**

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| **Bachelor of Business administration** |
| Northern Arizona University — 2010-2014 |
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| **Personal details** |
|  |
| 4594 – Fleming Way. |
| Flagstaff, AZ 23831 |
|  |
| T (123) 456 7899 |
| M 000 000 000 |
|  |
| brendan@smith.com  |

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| **Professional Skills** |
|  |
| Proficient with: |
| MS Office, Photoshop |
|  |
| Experienced graphic artist well versed with:  |
| Adobe Photoshop, Adobe Illustrator and After effects |
|  |
| Charismatic and confident public speaker |

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| **Languages** |
|  |
| English |
| native language |
|  |
| Italian |
| Advanced: speaking, readingIntermediate: writing |
|  |
| Spanish |
| Intermediate: speaking, readingBasic: writing |

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| --- |
| **References** |
|  |
| Roger Lewis |
| T 000 000 0000 |
| email@address.com |
|  |
| James Moody |
| T 000 000 0000 |
| email@address.com |

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