

# TAKERIA MITTEER

HVAC Service Technician

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(105) 584-2617

1234 Main St, Baltimore, MD 21201



## PROFILE

Dedicated HVAC Service Technician with 4 years of experience in installing, maintaining, and repairing residential and commercial HVAC systems. Proficient in diagnosing and resolving system issues, providing preventative maintenance, and ensuring optimal system performance. Strong commitment to customer satisfaction, safety, and continuous learning of the latest industry advancements.

## LINKS

[linkedin.com/in/takeriamitteer](https://www.linkedin.com/in/takeriamitteer)

## SKILLS

Brazing

Refrigerant handling

Ductwork installation

Electrical troubleshooting

Airflow balancing

Heat pump operation

Ventilation optimization

## LANGUAGES

English

Hindi

## HOBBIES

1. Building and repairing electronic gadgets

## EMPLOYMENT HISTORY

### ● HVAC Service Technician at Blue Dot Services of Maryland, MD

Feb 2023 - Present

- Successfully completed over 1,500 HVAC repair and maintenance jobs in a year, resulting in a 95% customer satisfaction rating for Blue Dot Services of Maryland.
- Significantly reduced emergency response times by 30% through the implementation of an efficient scheduling system, leading to increased customer trust and loyalty.
- Identified and rectified 100+ potential safety hazards during routine inspections, ensuring the safe and reliable operation of HVAC systems for clients and preventing costly breakdowns.

### ● HVAC Service Technician Apprentice at Amazing Heating & Air Conditioning, MD

Aug 2019 - Dec 2022

- Successfully completed over 150 HVAC installations and repairs within the first year, exceeding company targets by 20% and contributing to a 15% increase in overall customer satisfaction ratings.
- Streamlined inventory management processes by implementing a new tracking system, reducing lost items by 30% and saving the company an estimated \$10,000 annually in replacement costs.
- Achieved a 95% first-time fix rate on service calls, surpassing company average by 10% and minimizing the need for return visits, resulting in a 20% reduction in labor costs.
- Received recognition as "Apprentice of the Year" for outstanding performance, dedication to customer service, and continuous improvement in technical skills, leading to a promotion within the company.

## EDUCATION

### Associate of Applied Science in HVAC Technology at Northwestern Technical Institute, MD

Sep 2015 - May 2019

Relevant Coursework: HVAC Systems and Controls, Electricity and Electronics, Heating and Cooling Principles, Refrigeration Systems, Air Distribution and Balance, Building Automation, Energy Management, and System Design.

## CERTIFICATES

### North American Technician Excellence (NATE) Certification

Nov 2021