

# John Doe

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## Summary of Qualifications

Formally trained HVAC professional with experience exceeding customer expectations service skills seeking opportunity to apply and further develop industry competencies with organization that values loyalty and continued education. Applied skills include:

- Residential & Commercial HVAC
- AC/DC Electric
- Refrigeration
- General Carpentry
- Universal EPA Certified
- Certified Forklift Operator
- In-home Customer Service
- Troubleshooting

## Education

Pinnacle Career Institute

Complete December 2013

### ***Certified HVAC Technician***

- EPA Certified
- NATE Certifications (Pending)
- Exemplary Attendance Award

## Experience Highlights

### **Flooring & Carpentry**

- Skillfully repair, replace and install custom flooring to include: carpet, vinyl, tile, laminate, ceramic, and wood
- Safely operate all hand and power tools to complete residential and commercial jobs
- Prep floors and walls to professionally complete jobs right the first time

### **Sales & Customer Service**

- Provide first-class customer service to generate referrals
- Professionally bid jobs and upsell products to meet client needs
- Clearly communicate with and educate customers regarding work performed, timelines, budgets, and warranties

## Employment History

Professional Carpet & Tile

2003 to Present

Flooring Essentials

2005 to 2008

Elite Flooring

2002 to 2004

Midwest Home Rehab

1999 to 2002