

## **SAMPLE STUDENT**

Palatine, IL 60067

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## **HVAC MANAGER**

HVAC professional with strong managerial, installation and customer service experience. Proficient in Refrigerant, Gas and Electrical Furnaces, Roof Top Units, Heat Pumps, Boilers, and Hot Water Heaters. Able to work in fast paced environment and maintain professional and friendly attitude. Excellent time management and organizational skills.

### **WORK EXPERIENCE**

#### **Manager**

November 20xx to Present

Brookfield Heating and Air Conditioning, Brookfield, IL

- Handle all aspects of project planning for service projects, ongoing service agreements and emergency service needs, including work orders and change requests
- Identify and prioritize projects and plan jobs in detail
- Review and validate agreements and estimate by performing risk analysis and developing risk plans
- Maintain quality standards by supervising project-assigned staff and inspecting job sites
- Ensure customer satisfaction by investigating concerns, implementing corrective action, and communicating with customers and assigned staff
- Design plans to train and develop HVAC Field Technicians
- Ensure project quality by reviewing technicians' work
- Schedule, organize, and dispatch HVAC Field Technicians

#### **Technician**

February 20xx to October 20xx

American Heritage Homes, Evanston, IL

- Maintained scheduled and unscheduled maintenance on HVAC equipment
- Performed general maintenance projects and installed gas pipe and refrigeration pipe using knowledge of HVAC functional design
- Followed drawings and blueprints and read electrical wiring diagrams to install equipment per manufacturers' specifications
- Sized and fabricated ductwork

### **EDUCATION**

Harper College, Palatine, IL

Associate in Applied Science: Refrigeration and Air Conditioning Technology Degree

Residential Heating, Air Conditioning and Refrigerant Certificate

Heating Service Certificate

Refrigeration Service Certificate

Air Conditioning and Refrigeration Service Certificate

Residential Comfort Systems Certificate

### **CERTIFICATION**

Refrigerant Handling Certification – Universal (EPA)