



MICHAEL ANDERSON

Senior Plumbing Technician

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SUMMARY

Distinguished Plumbing Technician with over a decade of experience in providing high-quality plumbing services across residential and commercial sectors. Expertise encompasses the installation, maintenance, and repair of plumbing systems, ensuring compliance with all regulatory standards and codes. Proven ability to diagnose issues and implement effective solutions, resulting in enhanced system performance and customer satisfaction.

WORK EXPERIENCE

Senior Plumbing Technician Elite Plumbing Solutions

Jan 2023 - Present

- Led installation of complex piping systems in new commercial buildings.
- Conducted thorough inspections and maintenance on existing plumbing infrastructure.
- Collaborated with construction teams to ensure seamless project execution.
- Developed training programs for junior technicians on safety and compliance.
- Utilized advanced diagnostic tools to identify and resolve plumbing issues.
- Managed client relationships, ensuring high satisfaction and repeat business.

Plumbing Technician Reliable Plumbing Services

Jan 2020 - Dec 2022

- Performed routine maintenance and emergency repairs for residential plumbing systems.
 - Installed fixtures and appliances, ensuring optimal functionality.
 - Provided detailed estimates for repair and installation services.
 - Maintained accurate records of service calls and repairs conducted.
 - Participated in on-call rotations to address urgent plumbing issues.
 - Trained new staff on company policies and plumbing techniques.
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EDUCATION

Associate of Applied Science in Plumbing Technology, City College, 2014

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Advanced plumbing techniques, Code compliance, System diagnostics, Customer relations, Project management, Safety procedures
- **Awards/Activities:** Successfully reduced service call response time by 20% through improved scheduling.
- **Awards/Activities:** Recognized as Employee of the Year for outstanding performance and customer service.
- **Awards/Activities:** Achieved a 95% customer satisfaction rating on post-service surveys.
- **Languages:** English, Spanish, French