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SKILLS

- safety compliance
- technical troubleshooting
- client education
- teamwork
- service documentation
- plumbing regulations

EDUCATION

CERTIFICATE IN PLUMBING TECHNOLOGY,
TECHNICAL COLLEGE, 2016

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received commendation for exceptional safety record over three years.
- Reduced service call times by implementing process enhancements.
- Achieved a 98% customer satisfaction rating in feedback surveys.

Michael Anderson

WATER HEATING SYSTEMS TECHNICIAN

Combining technical expertise with a strong emphasis on safety and compliance, the Water Heater Technician is a consummate professional dedicated to delivering superior service within the plumbing industry. Extensive hands-on experience with various water heating systems informs the technician's ability to perform complex installations and maintenance tasks efficiently. An unwavering focus on client satisfaction drives a commitment to understanding customer needs and providing tailored solutions.

EXPERIENCE

WATER HEATING SYSTEMS TECHNICIAN

Citywide Plumbing Services

2016 - Present

- Installed and repaired residential and commercial water heaters.
- Performed safety inspections and ensured compliance with local codes.
- Utilized specialized tools for efficient troubleshooting and repairs.
- Educated clients on maintenance best practices for longevity.
- Maintained comprehensive records of service activities.
- Participated in team meetings to enhance service delivery strategies.

SERVICE TECHNICIAN

Dependable Plumbing Solutions

2014 - 2016

- Supported the installation and maintenance of water heater systems.
- Assisted in the diagnosis of system failures and repairs.
- Communicated with clients regarding service appointments and outcomes.
- Maintained tools and equipment in optimal working condition.
- Engaged in ongoing training to enhance technical skills.
- Documented service records and updated client databases accordingly.