

# Jerome James

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Reliable HVAC technician with 10+ years of experience in the industry. Comfortable working directly with clients and assessing systems to identify needs and cost-effective solutions. Possesses knowledge of major makes and models of HVAC equipment, plus the tools and techniques required to install and service them. Able to handle commercial, residential and industrial projects.

## Education

Associate of Applied Science in  
Mechanical System  
San Jose Technical College, San Jose, CA  
September 2007 - June 2009

## Key Skills

- Customer communication
- Time and project management
- Inspecting, repairing and installing systems

## Certifications

- Environmental Protection Agency Type IV Certification, 2016
- North American Technical Excellence Certification, 2016

## Professional Experience

### Lead HVAC Technician

ABC Industrial Solutions, San Jose, CA | April 2016 - Present

- Troubleshoot issues with HVAC systems, identifying specific problems by using appropriate equipment
- Make necessary repairs and install new systems
- Develop and conduct preventative maintenance plans to keep parts such as fans and pumps in good working order
- Work directly with customers as the main point of contact from initial inquiries through project completion, achieving a 100% customer satisfaction rate in post-project surveys
- Supervise subordinate technicians on job sites and perform quality assurance checks on completed work

### Junior HVAC Technician

ESQ Energy Professionals, San Jose, CA | July 2009 - March 2016

- Assessed and reported on customers' needs to help lead technician plan projects
- Inspected and tested problematic equipment to determine the cause of malfunctions
- Handled annual maintenance plans for 45 residential and commercial clients