Eila Keating

Service Technician

Profile

I have over three years of experience as a service technician. I am highly skilled in diagnosing and repairing various types of equipment. I have excellent customer service skills and always go above and beyond to ensure that the customers are satisfied with my work. I am also very efficient in completing repairs in a timely manner.

Employment History

Service Technician at Mr. Appliance of Birmingham, AL

Mar 2022 - Present

- Provided service and support for 100+ customers on a daily basis.
- Diagnosed and resolved technical issues for customers in a timely manner.
- Escalated complex customer issues to senior technicians when necessary.
- Followed up with customers after each service call to ensure their satisfaction.
- Completed all required training courses within the allotted time frame.

Service Technician II at Sears Home Services, AL

Jul 2019 - Feb 2022

- Serviced and repaired over 100 HVAC units in a year.
- Maintained a 98% satisfaction rating among customers.
- Upsold additional services to 75% of customers.
- Completed all service calls within the allotted time frame.
- Created new repair procedures for common issues.

Certificates

HVAC Certification

Feb 2021

EPA 608 Certification

Nov 2019

Memberships

National Institute for Automotive Service Excellence (ASE)

International Society of Automation (ISA)

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📞 (432) 093-5569

📍 Elm Street, New York, NY 10001

Education

High School Diploma at Hoover High School, AL

Sep 2015 - May 2019

I have learned how to study for and write exams, how to do research, and how to manage my time.

Links

linkedin.com/in/eilakeating

Skills

Technical skills for a Service Technician may include:

Basic understanding of electronic equipment

Ability to use hand tools and power tools

Understanding of mechanical principles

Knowledge of safety procedures

Ability to read technical manuals and schematics

Good problem-solving skills

Languages

English

Spanish