# **OLIVIA SMITH**

## **Appliance Repair Technician**





### **PROFESSIONAL SUMMARY**

Bringing seven years of hands-on experience in appliance repair, I excel in diagnosing, troubleshooting, and servicing a wide range of household and commercial appliances. My commitment to customer satisfaction is matched by my strong technical skills, ensuring efficient and effective repairs. I am eager to contribute my expertise to enhance operational efficiency and client satisfaction.

### **WORK EXPERIENCE**

### Appliance Repair Technician

🛗 Jan / 2020-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Serviced a diverse range of appliance brands, ensuring high-quality repairs and customer satisfaction.
- 2. Managed multiple service calls daily while maintaining exceptional customer communication and support.
- 3. Conducted routine maintenance and general repairs on various household appliances, improving their performance and longevity.
- 4. Utilized hand tools and diagnostic equipment to perform effective repairs and services.
- 5. Applied critical thinking to troubleshoot complex appliance issues, leading to timely resolutions.
- 6. Communicated effectively with customers to explain repair processes and educate them on appliance care.
- 7. Maintained accurate service records and inventory of parts for efficient operations.

### Appliance Repair Technician

Silver Lake Enterprises

🛗 Jan / 2018-Jan / 2020

**∓** Seattle, WA

1. Operated as a subcontractor for Hudson's Appliance, managing service calls and shop operations independently.

- 2. Performed repairs in customers' homes and workshops, ensuring quality service delivery.
- 3. Handled all business-related tasks, including bookkeeping and inventory management.
- 4. Traveled extensively in the Little Rock, AR area to provide on-site appliance repairs.
- 5. Self-employed technician, specializing in both in-home and workshop repairs.

### **EDUCATION**

### Diploma in Appliance Repair

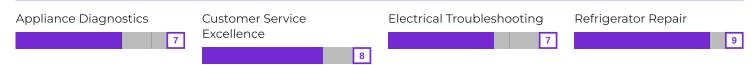
## Jan / 2016-Jan / 2018

Little Rock Technical Institute

耳 Santa Monica, CA

Completed a comprehensive program focusing on the repair and maintenance of various household appliances.

#### **SKILLS**



### **ACHIEVEMENTS**

 $lap{ ext{$rac{1}{2}$}}$  Increased customer satisfaction ratings by 20% through effective communication and quality repairs.

ightharpoonup Reduced service call response time by 30% by streamlining scheduling and logistics.

Successfully trained 5 new technicians on best practices in appliance repair and customer service.