



MASON WILSON

Appliance Repair Technician

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PROFESSIONAL SUMMARY

With a decade of extensive experience in appliance repair, I specialize in accurately diagnosing and effectively resolving issues across a diverse array of appliances. My technical acumen, combined with a strong focus on customer service, ensures timely and reliable repairs that enhance client satisfaction and operational efficiency.

WORK EXPERIENCE

Appliance Repair Technician

Maple Leaf Consulting

📅 Jan / 2018-Ongoing

📍 Toronto, ON

1. Trained and mentored new-hire technicians in appliance repair techniques and customer service skills.
2. Executed diagnostics and repairs on a wide range of household and commercial appliances.
3. Oversaw the preparation of appliances for resale after successful repairs.
4. Played a key role in establishing a diagnostic repair shop, enhancing service capabilities.
5. Facilitated workstation setups for efficient operation and technician training.
6. Participated in recruitment and training processes for new technicians.
7. Maintained accurate records of repairs and customer interactions to support service quality.

Appliance Repair Technician

Cactus Creek Solutions

📅 Jan / 2015-Jan / 2018

📍 Phoenix, AZ

1. Analyzed, identified, and resolved electrical circuit issues in residential appliances.
2. Conducted on-site repairs for appliances including refrigerators, stoves, and washers.
3. Performed service and repair calls for washers and dryers, advising customers on product usage.
4. Executed appliance repairs with a focus on quality and safety standards.
5. Specialized in refrigeration and air conditioning system repairs.

EDUCATION

Associate of Applied Science in Appliance Repair

Tech Institute of America

📅 Jan / 2012 Jan / 2015

📍 Portland, OR

Focused on comprehensive training in appliance repair and maintenance techniques.

SKILLS

Microwave Repair



Dishwasher Repair



Hvac Systems Knowledge



Safety procedures



Plumbing Skills



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Swahili



Mandarin

ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through efficient service delivery.
- ★ Reduced average repair time by 30% through the implementation of streamlined diagnostic procedures.