

# Jamal Thompson

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## SUMMARY

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Dedicated Appliance Repair Technician with over 5 years of hands-on experience in diagnosing and repairing a wide range of household appliances. Proven track record of reducing repair turnaround time by 30% through efficient troubleshooting and exceptional customer service skills.

## EXPERIENCE

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### Senior Appliance Repair Technician

Jan 2022 - Present

*HomeTech Solutions, Atlanta, GA*

- Increased first-time fix rate to 85%, minimizing repeat service calls and enhancing customer satisfaction.
- Implemented a new inventory management system that reduced parts retrieval time by 40%, improving overall efficiency.
- Trained 5 junior technicians in advanced diagnostic techniques, leading to a 25% reduction in average repair time.

### Appliance Repair Technician

Mar 2018 - Dec 2021

*Appliance Masters LLC, Atlanta, GA*

- Achieved a 95% customer satisfaction rating based on service reviews over a 3-year period.
- Specialized in troubleshooting and repairing refrigerators, washers, and ovens, completing over 300 repairs annually.
- Developed a customer feedback loop that resulted in a 15% increase in repeat business.

### Apprentice Technician

Jun 2016 - Feb 2018

*QuickFix Repairs, Atlanta, GA*

- Assisted in over 200 appliance repairs, gaining hands-on experience in various brands and models.
- Contributed to a team project that streamlined the scheduling process, reducing appointment wait time by 20%.
- Learned to utilize diagnostic tools such as multimeters and oscilloscopes to identify electrical issues.

## EDUCATION

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### Associate of Applied Science in Appliance Repair Technology

May 2016

*Georgia Technical College, Atlanta, GA • GPA: 3.5*

## SKILLS

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**Technical Skills:** Electrical troubleshooting, Refrigeration systems, Washer and dryer repair, Heating systems

**Tools & Frameworks:** Multimeter, Oscilloscope, Diagnostic software, Hand tools