

Amira Khan

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SUMMARY

Detail-oriented and motivated Entry Level Appliance Repair Technician with hands-on experience in troubleshooting and repairing household appliances. Strong technical acumen paired with exceptional problem-solving skills and a commitment to customer satisfaction.

EXPERIENCE

Appliance Repair Intern

Jun 2022 - Present

Home Appliance Solutions, Seattle, WA

- Assisted senior technicians in diagnosing and repairing over 150 appliances, reducing average repair time by 20%.
- Conducted preventative maintenance checks on appliances, increasing overall efficiency and customer satisfaction ratings by 15%.
- Gained proficiency in using tools such as multimeters, screwdrivers, and diagnostic software to troubleshoot electrical and mechanical issues.

Customer Service Associate

Jan 2021 - May 2022

Best Buy, Seattle, WA

- Provided technical support and troubleshooting for home appliances, achieving a 98% customer satisfaction score.
- Educated customers on proper appliance use and maintenance, resulting in a 30% increase in accessory sales.
- Collaborated with the repair team to streamline the customer intake process, reducing wait times by 25%.

Technical Support Volunteer

Sep 2020 - Dec 2020

Seattle Community Center, Seattle, WA

- Volunteered to repair and maintain community kitchen appliances, saving the center approximately \$1,200 in repair costs.
- Provided training sessions for volunteers on appliance safety and maintenance best practices.
- Developed a resource guide for common appliance problems and solutions, improving volunteer efficiency.

EDUCATION

Associate of Applied Science in Appliance Repair Technology

June 2020

Seattle Technical College, Seattle, WA • GPA: 3.9

SKILLS

Technical Skills: Appliance Troubleshooting, Electrical Diagnostics, Mechanical Repairs, Preventative Maintenance

Tools & Frameworks: Multimeters, Screwdrivers, Diagnostic Software, Safety Equipment