

Jamal Rivera

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SUMMARY

Dedicated and detail-oriented individual with a strong foundation in solar energy systems and installation techniques. Eager to contribute to renewable energy solutions with hands-on experience in customer service and technical support in the solar industry.

EXPERIENCE

Solar Installation Technician

Jan 2022 - Present

EcoSun Solutions, Phoenix, AZ

- Installed over 150 solar panels on residential rooftops, increasing energy efficiency by up to 30%.
- Conducted site assessments and analyzed solar energy potential, resulting in a 20% increase in successful project proposals.
- Collaborated with teams to ensure projects were completed on time and under budget, achieving a 15% reduction in labor costs.

Assistant Installer

Jun 2021 - Dec 2021

SunPower Corp., Tucson, AZ

- Assisted in the installation of solar energy systems, contributing to a 25% increase in installation efficiency.
- Helped maintain inventory and tools, reducing equipment repair costs by 10%.
- Provided customer support during installations, enhancing client satisfaction ratings by 15%.

Customer Service Representative

May 2020 - Apr 2021

Green Energy Co., Phoenix, AZ

- Handled over 100 customer inquiries weekly, improving response time by 30%.
- Educated customers on solar products and services, leading to a 12% increase in sales.
- Assisted in scheduling installations, ensuring optimal resource allocation and time management.

EDUCATION

Bachelor of Science in Renewable Energy Technology

May 2018

Arizona State University, Tempe, AZ • GPA: 3.7

SKILLS

Technical Skills: Solar panel installation, System design, Electrical wiring, Energy efficiency analysis

Tools & Frameworks: PVWatts, AutoCAD, SolarEdge, Enphase