

Aisha Patel

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SUMMARY

Dedicated and skilled appliance repair technician with over 5 years of experience in diagnosing and repairing a wide range of appliances. Proven track record of improving customer satisfaction and reducing repair times through effective problem-solving and technical expertise.

EXPERIENCE

Appliance Repair Technician

Jan 2022 - Present

HomeTech Solutions, Los Angeles, CA

- Improved first-time fix rate by 20% through enhanced diagnostic techniques.
- Achieved a 95% customer satisfaction rate in post-repair surveys.
- Trained junior technicians on advanced repair methods and safety protocols.

Appliance Service Specialist

Jun 2018 - Dec 2021

QuickFix Appliances, Los Angeles, CA

- Conducted over 300 successful repairs annually with an average repair cost reduction of 15%.
- Streamlined parts ordering process, reducing downtime by 30%.
- Recognized as Employee of the Month for outstanding customer service and technical skill.

Appliance Repair Assistant

May 2016 - May 2018

Reliable Appliance Repair, Los Angeles, CA

- Assisted in the repair of refrigerators, washers, and dryers, contributing to an overall repair efficiency increase of 25%.
- Maintained inventory and organized tools, leading to 10% faster service times.
- Developed a troubleshooting guide that improved team response times.

EDUCATION

Bachelor of Science in Mechanical Engineering

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Electrical Systems Repair, Refrigeration Cycle Analysis, Diagnostic Software Proficiency, Customer Service Excellence

Tools & Frameworks: Multimeter, Refrigerant Recovery Machine, Power Drill, Diagnostic Software Suite