

Jamal Thompson

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SUMMARY

Detail-oriented Senior Appliance Repair Technician with over 8 years of experience in diagnosing and repairing a wide range of household appliances. Proven track record of improving customer satisfaction and operational efficiency through effective troubleshooting and technical expertise.

EXPERIENCE

Senior Appliance Repair Technician

Jan 2022 - Present

HomeTech Solutions, Seattle, WA

- Improved first-time fix rate by 30% through enhanced diagnostic protocols and training of junior technicians.
- Achieved a 20% reduction in customer wait time for service calls by optimizing scheduling and routing processes.
- Expertly repaired and maintained appliances including refrigerators, washers, and dryers using advanced testing and repair tools such as multimeters and oscilloscopes.

Appliance Repair Technician

Jun 2017 - Dec 2021

QuickFix Appliances, Seattle, WA

- Consistently received a 95% customer satisfaction rating over 4 years through high-quality service and communication.
- Trained and mentored new technicians, leading to a 15% increase in team productivity.
- Specialized in high-end appliance repairs, achieving a 25% increase in upsell services due to extensive product knowledge.

Appliance Service Technician

Jan 2015 - May 2017

Appliance Masters, Portland, OR

- Successfully completed over 300 service calls per year, ensuring timely and effective repairs.
- Developed a new tracking system for parts inventory, reducing downtime by 40% during repairs.
- Recognized as 'Technician of the Month' multiple times for outstanding service and technical skill.

EDUCATION

Bachelor of Science in Mechanical Engineering

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Electrical Diagnostics, Refrigeration Systems, Gas Appliance Repair, Preventive Maintenance

Tools & Frameworks: Multimeter, Oscilloscope, Vacuum Pump, Refrigerant Recovery Machine