



DAMON GOMEZ

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“Right the 1st Time” HVAC Technician – EPA Universal Certification

HVAC Technician ⇒ HVAC Mechanic ⇒ Multi-Craft Mechanic ⇒ Service Technician ⇒ Operational Expert ⇒ Tradesman

INDUSTRY EXPERT

Technological Expertise ⇌ Customer Focused ⇌ Continuous Growth

Top Performing & Influential HVAC Technician recognized for consistently exceeding industry expectations and raising the bar. Possesses diverse experience troubleshooting, diagnosing, and repairing HVAC & refrigeration systems. Exceptional mechanical inclination & aptitude for keeping up with advancements in ever-changing software technologies through continuous improvement. Achieved an expert track record of **150+** successful installations with **(0) zero** breakdowns and completed **100+** standard HVAC repairs—personable & customer-oriented technician with a **98%** consumer satisfaction rating for **200+** clientele base of repeat customers.



KEY ACHIEVEMENTS & ACCOLADES

- ▶ Impeccable history of executing compliant installations, repairs, & maintenance w/ **(0) zero** incidents.
- ▶ Achieved HVAC career hallmarked with ranking scores of **98.8%** according to post-market surveys.
- ▶ During tenure at Crizer’s, pioneered establishment of the **1st** separate intranet system for technicians.

CRITICAL HVAC COMPETENCIES

HVAC SKILLS: Diagnostic & Repair (Advanced) | Installation (Experienced) | Gas Furnace Design | Wiring Safety Heating Pumps | Copper Piping | Printed Circuit Boards | Pressure & Temp Charts | System Tune-Up Refrigeration | Ventilation and Air Conditioning (AC) | Control Systems Programming | Maintenance Mgmt. Preventative Maintenance | Innate Mechanical Aptitude | Excellent Manual Dexterity | Schematics/Blueprints

PROFESSIONAL EXPERIENCE

HVAC SERVICE TECHNICIAN | **Mac’s Air Heating & Cooling**

2004 – PRESENT

Primary services include managing skillful and efficient repairs and installations for residential and industrial HVAC needs. Expertise encompasses leading efforts as an HVAC Consultant & Sales Representative.

Challenge: Bolstered customer experience by 23% through meaningful interactions & engagement with clients.

Value Contributed: Debunked myth of “Service & Repair” is to “Eat & Run” as the standard of HVAC business. Influenced company to leverage not only technical expertise but to tap into personable relationship building.

- ▶ Facilitated **200+** full-service installations for **2000+** square footage residential structures.
- ▶ Achieved **98%** success rate for breakdown troubleshooting and HVAC repairs for malfunctioning units.
- ▶ Developed solid relationships and rapport with clients over a **20-year** span bolstering revenue by **50%**.
- ▶ Continuously catapults efficiency elevating optimal performance of systems by at least **90%**.
- ▶ Concocts preventative maintenance routines & plans designed to reduce **20%** of system breakdowns.

SENIOR ASSEMBLER TECHNICIAN | Crizer's Pharmaceuticals
ASSOCIATE ASSEMBLER TECHNICIAN

2016 – PRESENT
2008 – 2016

After earning a senior leadership role, meticulously governed production lines consisting of **8 to 15** technicians dedicated to packaging both the Epinephrine Injector (Epi-pen) and The Antidote Treatment – Nerve Agent, Auto-Injector (ATNAA), cranking out a volume of at least **30K to 40K** units per day. Stamped as the “guru” by coworkers for extensive machinery & equipment troubleshooting for up to **20** machines, validation testing, and compliance & quality checks.

Notable Achievements

- ➔ *Enhanced bldg. AQI from 100 to 23*
- ➔ *Achieved high product yields of 98%*
- ➔ *Reduced machine error rates by 5%*
- ➔ *Upgraded network speeds by 23%*

Challenge: *Developed innovative solutions for future company success while maintaining influence. Recognized for “Out of the Box” change management.*

Value Contributed: Amassed countless production achievements & accolades – *Highest Run Time on Machines, Highest Turnover Times on Lines* – Provided **15+** innovative ideas improving the company’s mfg. methods.

- ▶ Achieved high product yields of **98%** while maintaining product rejection rates below **0.3%**.
- ▶ Advocated & enhanced building Air Quality Index (AQI) levels from **100 to 23** with HEPA filters.
- ▶ Optimized **25+** machines reducing error rates by **5%** while capturing machine uptime of **25%**.
- ▶ Architected groundbreaking training concept of HMI Monitors enhancing performance by at least **1/2**.
- ▶ Proposed **CAT6** network cables & fiber optic core upgrading network reliability & speed by **23%**.
- ▶ Spearheaded initiative to install proper safety guards on forklifts & pathways creating less than **0.5%** chance of environmental safety-based potential injuries and accidents.

ADDITIONAL TECHNICAL SKILLS & CORE EXPERTISE

TECHNIQUES: Leak Tests | Equipment Calibration | Load Calculation | Refrigeration Cycle & Electrical Troubleshooting | 4 Piece Plenum | Solder & Brazen Line Sets | Civil Engineering | Design Review

TOOLS: Cordless Drills | Voltage Testers | Refrigerant Scale | Scratch Awls | Crimpers | Diagnostic Tools | DDC Electrical Schematic’s | Sequences of Operation | Blueprints | JCI Metasys | Multimeters | Magnehelics

- CARPENTRY** | Maintenance, repair, door replacement, walls & siding—restoration of holes in drywall & plaster.
- FLOORING** | Commercial/residential floor repair & installation projects—quality & safety inspections/regulatory.
- PLUMBING** | Install, modify, & troubleshoot plumbing sys.—understands hydraulic principles/engineering practices.
- PAINTING** | Technical proficiency restoring, painting, polishing, coating, & finishing wood, brick, concrete, & steel.

EDUCATION

EDUCATION & CERTS	RELEVANT CLASSES & STUDIES	MILITARY EXPERIENCE (9 yrs.)
<p>Certifications: EPA Sec. 608 Universal Certification – R410A Refrigeration – State of Illinois</p> <p>Diploma: HVAC/Refrigeration Mechanic – Xavier College</p>	<p>Core Classes/Prerequisites: General Studies – Central Illinois State University</p> <p>Relevant Classes: Electricity & Refrigeration Fundamentals, Commercial HVAC/Refrigeration</p>	<p>US Army Reserve</p> <p>US Military Ordinance: Specialized and General Training Courses – School of Technical & Vehicle Training</p>

Resume Strategy

This client had worked in the pharmaceutical industry as an assembly line technician for at the same company for nearly 15 years. He admitted that he was in a major midlife crisis and wanted to transition into his heart's desire of exclusively being an HVAC Technician. This was something he had been learning and honing in on since he was a child. He always did work on the side for his father's HVAC company but wanted to not only do that on the side but leverage that experience to acquire a job in the field. He spent most of his career working on the assembly line but was ready for his next big career move. The challenge was for employers to not focus on what he had been doing for the last 15 years but to focus on his expertise in the HVAC realm.

One thing that I believe is essential to this client is that he has been on a path of continuous improvement, growth, and development in the HVAC field. I wanted to show that although for the past 15 years he has been working in pharmaceuticals, he was known there for his talents that are relevant to HVAC roles. My ultimate goal was to pull out every nook and cranny of the work he had done for his father's firm, decipher the achievements that would carry over into his dream job thus catapulting him into a critical HVAC role for whichever company he planted his feet. Furthermore, I chose to highlight the client's HVAC skills, Technical Skills, and Education/Certs/Training to leverage the extensive knowledge base he had for all things HVAC related. I was able to dissect enough information from his self-education alone and work at his dad's consulting company as an HVAC technician to build a compelling narrative. This client went on to land a promising HVAC role in which he acquired a substantial boost in his salary.