**[Customer Service Maintenance Technician](https://www.postjobfree.com/resume/ad1o43/customer-service-maintenance-waldorf-md)**

**Location:**Waldorf, MD

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**Resume:**

Randy Douglas

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PROFESSIONAL OVERVIEW

Seven years of retail experience demonstrating a consistent track record of outstanding sales, merchandising, customer service and management of staff. Focusing on key business initiatives, store presentation, marketing execution, inventory management, loss prevention, payroll management, risk management, and daily operational costs control. Effective communicator, leader and problem solver who builds teamwork and possesses the initiative to exceed goals. Resulting in winning the 2009 William-Soma #1 Sales Associate in the region.

EDUCATION

ITT Technical Institute, Springfield VA 2009 - 2012 Associate Applied Science Degree – Computer Drafting & Design TECHNICAL SKILLS

● Ability to create a variety of drawings on different media, using conventional manual drafting equipment as well as CAD drafting equipment

● Ability to plan and create architectural floor plans, elevations, sections and renderings in Auto desk REVIT Architecture and AutoCAD

● Knowledge of construction and manufacturing materials, machine tools and processes

● Training in sustainability design trends, techniques and materials

● Training in the creation of three-dimensional models of various forms, products, and architectural spaces

● Experience in the project development, planning, design, and presentation of a quarter long design project SKILLS

● Proficient in Microsoft Office, Word, Excel PowerPoint, Adobe Photoshop, Autodesk REVIT Architecture, Autodesk AutoCAD, Autodesk Inventor

● Project Management Skills

● Great interpersonal relations

● Skilled in customer service and sales services

● A proactive approach and the ability to work autonomously and as part of a team PROFESSIONAL EXPERIENCE

Maintenance Technician/Handyman, Maximum Handyman LLC, Catonsville, MD February 2023 - November 2023

● Estimated repair costs for all commercial project work

● Maintain and repair electronics, appliances, furniture throughout the commercial facilities building

● Drywall Repair and installation

● Performed plumbing duties to include: replace and repair broken pipes, repair and install faucets, toilets, water filters, stem and valve

● Maintenance and service of HVAC

● Maintenance with painting, replacing lighting fixtures, and many other carpentry tasks Maintenance Technician, Courtyard by Marriott, Washington, D.C. January 2020 - January 2023

● Maintain and repair all electronics, appliances, and furniture throughout the hotel

● Drywall Repair and installation

● Performed plumbing duties to include: replace and repair broken pipes, repair and install faucets, toilets, water filters, stem and valve

● Maintenance and service of HVAC

● Maintenance with painting, replacing lighting fixtures, and many other carpentry tasks

● Swimming pool and gym safety hazards maintenance and repairs

● Safety preventative maintenance on boilers, generators, water treatment systems, dry sprinklers, water pump sprinkler systems

● Groundskeeping and maintain and repair all heating systems Maintenance Technician, Hassle Free Homes Inc., Rockville, MD September 2013 - January 2020

● Provide Client and their private residence with all maintenance duties along with painting, replacing light fixtures, door locks, caulking, Drywall Repair and installation

● Performed plumbing duties to include: replace and repair broken pipes both indoor and outdoor, repair and install faucets, toilets, water filters, stem and valve.

● Estimated repair costs for extensive project work

● Maintain and repair Electronics, Appliances, furniture throughout the customer’s private residence.

● Occasionally available for on-call emergencies in order to coordinate with the owner and take proper plan of action as required.

● Maintenance and service of HVAC.

Lighting Technician, Marlin Lighting, Springfield VA May 2012 - September 2013

● Retrofitting, adding new technology to old lighting fixtures to improve its efficiency, increasing its output and also improving its existing buildings.

● Electrical wiring and installation of new lighting systems.

● Light revamping for the retail hospital industry to improve their structure and appearance.

● Replacing light ballasts with new and improved energy saving battery supply. Sales Coordinator, West Elm, Tysons Corner, VA June 2008 - May 2012

● Manages all places of store operations to ensure maximum sales and profitability, exceeding $3 million in annual sales

● Oversee sales, inventory control, visual merchandising, security, administration and compliance to company policies/procedures

● Leader in team commitment and training staff of 19 to meet higher sales performances that contributed to the company’s success

● Developed and managed customer relations to maximize service satisfaction, generate repeat business and resolving any service issues

Sr. Assistant Manager, Pier 1 Imports, Alexandria, VA October 2003 - May 2008

● Supported company incentives and programs to promote sales, service, merchandise and warehouse management

● Accountable for daily account receivables and bank deposits

● Provided instructions, feedback, recognition, recognition and accountability to ensure employee productivity

● Ensured customers receive outstanding service in a timely, friendly and efficient manner Supervisor, Rite Aid Pharmacy, Alexandria, VA April 1999 - September 2003

● Initiated new advertising strategies, which enhanced customer image of store and increased traffic

● Motivated staff to achieve performance goals and ensure productive department operations

● Assisted in training all new sales clerks

● Responsible for daily operations that included cash deposits, inventory control and appearance of store Police Officer, The Royal St. Christopher and Nevis Police Force, St Kitts WI September 1994 - 1997

● Served as part of the special services unit who was responsible for riots and emergencies

● Provided protection for local and foreign dignitaries visiting the country

● Conducted interviews with criminals and witnesses to major crimes

● Patrolled during high risk functions and period to enforce laws and ensure public safety References Available Upon Request