

# NICHOLAS BAKER

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## SUMMARY

Experienced and driven in all aspects of General Maintenance with a proven track record of efficiency and dependability. Having over 15 years experience working with customers and clients in both residential and commercial settings. Specializing in customer satisfaction and communications. Having a working knowledge of any and all hand tools plus most commonly used shop tools/equipment. Both NASTeC Certified and EPA (Universal) Certified showing the ability to not only work with customers in-home and in a commercial setting but also the ability to be professional and responsible.

## SKILLS

Plumbing	Security Systems
Electrical	Lighting fixtures.
Carpentry	Installation and Repairs of Appliances
Drywall	Boilers
Flooring	Elevators
Doors and Windows	

## EXPERIENCE

09/2020 to Current

### Maintenance Technician

**BG Multifamily** — Bloomington, MN

- Work as a roving maintenance Tech.
- Reliable and on time to each different property
- Perform not only apartment and building maintenance but grounds keeping and property upkeep activities as well as unit turns and light remodels.
- Maintain a high level of integrity, professionalism and responsibility
- Operate any and all hand and shop tools with precision and accuracy while maintaining a high level of safety and industry standards.
- Proficient in but not limited to Plumbing, Electrical, Carpentry, Drywall, Flooring, Doors and Windows, Security Systems and Lighting fixtures.
- Installation and Repairs of Appliances
- Management and Maintenance of Major Systems including but not limited to Boilers elevators and general security
  - Operated hand and power tools to complete repairs.
  - Maintained clear and safe workspace areas to meet OSHA standards.
  - Installed new systems, replacement parts and components to maintain proper operation.
  - Performed basic carpentry tasks and installed shelves, hooks and closet rods to meet customer needs.
  - Performed performance and safety inspections on equipment and machinery to maintain operational baseline.
  - Changed HVAC filters and cleaned condensation drains to perform preventive maintenance on HVAC systems.
  - Collaborated with building managers to assess ongoing needs and plan

- preventive maintenance schedules.
- Responded to personnel queries and troubleshooting requests to provide repair services to improve operations.
- Replaced wall sockets, ran lines and completed basic carpentry to finish installations.
- Disassembled appliances to diagnose problems and facilitate repairs.
- Updated documentation for recordkeeping and customer use.
- Oversaw preventive maintenance on electrical panels and complex machinery to reach prescribed levels of operation.
- Worked with outside vendors to prepare for large system installations and complex repairs.
- Ran machinery diagnostics rounds to meet performance thresholds.

**05/2010 to 11/2020**

**Operations Manager**

**All American Appliance Repair** — Golden Valley, MN

- All American Appliance Repair — General Maintenance, Repair and Installation, Responsible for any and all General Maintenance, Repairs and Installations.
- Maintain a friendly and positive relationship between customers of All American Appliance Repair while completing in-home Repairs or Installations.
- Perform services in the realm of General Maintenance including but not limited to Electrical, Plumbing, Floors, Counters, Cabinets, Windows, Doors and Walls as well as Repairs and Installation of all home Appliances including Gas and High Voltage Appliances.
- Prepare estimated cost analysis for customers prior to service and provide warranty information to customers for any and all Repair, Installation or General Maintenance services provided by All American Appliance Repair.
- Operated hand and power tools to complete repairs.
- Installed new systems, replacement parts and components to maintain proper operation.
- Changed HVAC filters and cleaned condensation drains to perform preventive maintenance on HVAC systems.
- Diagnosed problems with mechanical and electrical systems and equipment using advanced troubleshooting abilities.
- Collaborated with building managers to assess ongoing needs and plan preventive maintenance schedules.
- Disassembled appliances to diagnose problems and facilitate repairs.
- Mentored junior maintenance professionals to provide instruction on correct repair procedures.

**07/2014 to 10/2019**

**Maintenance Technician**

**Pro Property Maintenance and Management** — Pueblo West, CO

- Worked with outside vendors to prepare for large system installations and complex repairs.
- Inspected alarm systems and monitors to comply with fire, carbon monoxide and other safety levels.
- Contacted vendors to procure equipment and tools to meet organizational demands.

- Operated hand and power tools to complete repairs.
- Maintained clear and safe workspace areas to meet OSHA standards.
- Installed new systems, replacement parts and components to maintain proper operation.
- Performed basic carpentry tasks and installed shelves, hooks and closet rods to meet customer needs.
- Changed HVAC filters and cleaned condensation drains to perform preventive maintenance on HVAC systems.
- Diagnosed problems with mechanical and electrical systems and equipment using advanced troubleshooting abilities.
- Shampooed carpets, washed walls, waxed and stripped floors and dusted furniture and fixtures.
- Collaborated with building managers to assess ongoing needs and plan preventive maintenance schedules.
- Responded to personnel queries and troubleshooting requests to provide repair services to improve operations.
- Replaced wall sockets, ran lines and completed basic carpentry to finish installations.
- Inspected electrical components to identify defects and hazards and make necessary adjustments.
- Disassembled appliances to diagnose problems and facilitate repairs.
- Updated documentation for recordkeeping and customer use.

**02/2008 to 07/2010**

**Merchandiser**

**Mosaic Sales Solutions** — Chicago, Illinois

- Product Reset, Responsible for any and all Product Resets.
- Work with management at each individual store to ensure proper shelving was built to spec and properly placed within that location.
- Ensure proper product placement using planograms and blueprints.
- Report any problematic displays including shelving and location of products.
- Monitored stock to maintain sufficient quantity of featured product.
- Communicated and coordinated planogram execution with store management.
- Organized and located inventory, updating store spreadsheets to reflect statistical data.
- Managed vendor chargebacks and follow up to maintain balanced inventory.
- Authorized invoice payments and merchandise returns.
- Ran weekly and monthly strategy reports to analyze business trends and provide recommendations.
- Conducted staff meetings with sales personnel to introduce new merchandise.

**07/2002 to 02/2008**

**Cabinet Installer**

**Roose Frick** — Hopkins, MN

- Responsible for Delivery and Installation of Cabinets and Counters.
- Using various hand tools to complete work.
- Providing customers with details of the materials used, the process of how they were built and information on maintenance of new Cabinets and/or

Counters.

- Worked at customer locations to replace existing or install new cabinets for residential or commercial use.
- Completed work quickly and helped team members in order to achieve deadlines and satisfy customers.
- Kept worksites organized, clean and free of safety hazards.
- Reviewed work to check compliance with design specifications and quality requirements.
- Took accurate measurements to calculate size and amount of materials needed for project completion.
- Worked independently on projects and tasks within carpentry team.
- Adhered to project blueprints and requirements to deliver quality work.
- Safely operated power saws, planers, jointers, routers and pneumatic equipment.
- Communicated with teammates and supervisors frequently to understand requirements and complete projects on time.

**03/2000 to 09/2002**

**Assistant Stock Manager**

**Slumberland Furniture** — St. Louis Park, MN

- Responsible for all assembly of new products and placement on show room floor.
- Maintained accurate inventory accounts through good recordkeeping practices and regular counts.
- Coordinated with store manager on inventory purchases, updates and replacements.
- Oversaw efficient loading and unloading of trucks and trailers to meet tight daily schedules.
- Established and enforced picking goals for each area and zone.
- Recruited and trained new employees while creating and supervising efficient staff teams.
- Prepared detailed reports on inventory operations, stock levels and damages.
- Designed and implemented tracking systems to optimize inventory control procedures.
- Led and managed projects to support logistics efforts and plans.
- Consistently met company and department objectives within budget and time constraints.
- Identified opportunities to reduce cost and improve productivity.
- Implemented on-the-job training activities to cross-train employees on various tasks.
- Handled departmental scheduling to maintain proper staffing for shifts.

**EDUCATION AND TRAINING**

**05/2006**

**High School Diploma**

**ISD 271 Edina MN** — Edina, MN

High School Diploma

09/2002 to 05/2006

I earned my High School Diploma at a private charter school in Edina, MN and graduated in May 2006 with a

GPA of 3.6 overall.

**07/2009**

**Trade School:** Appliance Installation And Repair Technology

**F A A** — Madison, OH

Earned both a NASTeC and EPS Universal Certification

NASTeC Certification

07/2009 to Current

NASTeC is a voluntary certification program for technicians who service major home appliances. NASTeC exams

measure the knowledge, ability and skills technicians need daily to do a professional job.

EPA Technician Certification (Universal)

05/2010 to Current

EPA Technician Certification

The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all

technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals or requires gas to operate.

The agency has developed four types of certifications

TYPE I - for servicing small appliances

TYPE II - for servicing high and very high pressure appliances

TYPE III - for servicing low pressure appliances

UNIVERSAL - for servicing all appliances

**Some College (No Degree):** Building And Property Maintenance

**Penn Foster (Online)** — Bloomington, MN

Penn Foster - General Maintenance

08/2018 to Present

Gaining knowledge of the Residential, Commercial and Multifamily Maintenance Industry.

Learning City, State and Federal Building Codes as well as how to maintain and proficiently operate major building systems such as Boilers, Elevators, Security Systems and Fire Systems.