

Zak Rockwell

HVAC Service Technician

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Professional summary

Dedicated HVAC Service Technician with a strong focus on optimizing system efficiency and extending equipment lifespan through preventative maintenance and client education. Proficient in equipment troubleshooting and schematic diagram interpretation, increasing membership plan enrollments by 60%. Established commitment to investigating latest HVAC technologies through ongoing training and certification. Consistently achieved 5-star exceptional service, earning trust through transparency, professionalism, and consistent follow-through on promised solution outcomes.

Employment history

MAR 2025 - AUG 2025
GOLDEN, CO

HVAC Service Technician, AAA Service Plumbing, Heating & Electric

- Administered 2-5 routine maintenance calls daily on furnaces, condensers and air handlers including coiling cleaning, refrigerant level checks to improve system efficiency and lifespan
- Guided clientele on long-term benefits of preventative maintenance upkeep and eco-friendly upgrades, increasing recurring membership agreement enrollments by 60%
- Researched current industry best practices and completed ongoing training in HVAC systems, safety standards, and manufacture specifications
- Facilitated tailored in-depth conversations with clients directed towards education on energy efficient solutions, ventilation and indoor air quality products, increasing ticket revenue by 30%

MAR 2023 - FEB 2025
DENVER, CO

In-Home Service Technician, Sears Home Services

- Navigated to 8-12 homes daily to diagnose and repair a variety of home appliances including refrigerators, microwaves, ovens, dishwashers and laundry units
- Implemented systematic diagnostic protocols for diverse equipment, executed 82% first-visit resolution rates
- Cultivated strong client relationships through clear technical explanations and reliable repair solution, increasing repeat business by 30%
- Optimized service delivery by 20% through strategic route planning, maintaining detailed records and parts inventory documentation

APR 2021 - MAR 2023
ERIE, CO

Handyman, Erie Handyman Services

- Installed, repaired and maintained plumbing, drywall, irrigation, electrical wiring, air conditioning and heating units in residential homes, ensuring 100% compliance with safety and building codes
- Directed precise financial costs of estimate for remodels, optimizing use of project funds and reducing budget surpasses by 25%
- Streamlined efficient troubleshooting approaches for complex appliance systems, reducing diagnostic time by 45% while maintaining a 98% repair success rate
- Reviewed products and materials based on a solid understanding of structural soundness and practical use, enhancing project integrity and reducing material waste by 20%

Education

MAY 2023 - DEC 2023
DENVER, CO

Leonardi HVAC Training Center

Skills

EPA Universal Certification

Safety Protocols

Client Education

Technical Training

Schematic Diagrams

Preventative Maintenance

Equipment Troubleshooting

Languages

English Native



Spanish Proficient

