

# NELSON REYES

Experienced Handyman | Maintenance Expertise | Problem-Solving

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## SUMMARY

With over a decade of expertise in property maintenance, my skill in enhancing operational efficiencies and tenant satisfaction distinguishes my craft. My technical prowess in general repairs and HVAC systems, coupled with my dedication to safety and excellence, underpin my biggest career accomplishment of significantly bolstering preventive maintenance efficacy.

## EXPERIENCE

### Lead Maintenance Technician

#### Lonlon Properties

- 01/2009 - Present Houston, TX
- Worked with a team of 5 to implement preventive maintenance programs, reducing repair needs by 30% over two years
  - Overhauled 20+ aging HVAC systems, enhancing efficiency and tenant comfort while reducing energy costs by 15%
  - Negotiated with vendors to secure materials at a 20% lower cost, leveraging bulk procurement strategies for the company
  - Implemented a digitized work order system, leading to a 25% increase in inter-team efficiency and faster response times
  - Tailored retrofitting projects to improve the accessibility and safety of properties, recognized for excellence with 'Best Maintenance Project' award in 2021
  - Provided emergency repair responses and completed tasks independently

### Maintenance Technician

#### Greenfield Apartments

- 06/2007 - 01/2009 Chicago, IL
- Managed the full spectrum of maintenance tasks for 200+ unit complex, increasing operational efficiency by 25%
  - Trained and mentored a team of 10 technicians in advanced repair techniques, improving service quality and reducing return visits by 40%
  - Implemented an eco-friendly waste reduction program, diverting 60% of waste from landfills through recycling initiatives
  - Led a security system upgrade project, enhancing resident safety and resulting in a 50% decrease in reported incidents
  - Cut down maintenance request resolution time from 72 to 24 hours, significantly enhancing tenant satisfaction

### Property Maintenance Worker

#### Blue Sky Real Estate

- 06/2006 - 06/2007 Chicago, IL
- Performed daily maintenance tasks for a high rise commercial building. Ensuring operational excellence and a high level of tenant service
  - Contributed to the upgrade of lighting systems to LED, reducing monthly energy expenses by 20%
  - Streamlined the inventory tracking process, resulting in a 35% reduction in surplus supplies
  - Successfully completed 300+ work orders per year, consistently praised for attention to detail and professionalism

## KEY ACHIEVEMENTS

- Implemented Preventive Maintenance Programs**  
Successfully initiated and governed preventive maintenance programs leading to a significant reduction in repairs.
- Secured Materials at Lower Costs**  
Orchestrated vendor negotiations that cut down material costs substantially, fostering the company's financial savings.
- Award for Maintenance Excellence**  
Recognized with an industry award for leading a project deemed as the most impactful in improving property maintenance.
- Launched Eco-Friendly Waste Program**  
Pioneered an eco-friendly initiative that dramatically increased recycling efforts within the apartment complex.

## SKILLS

- |                  |                   |
|------------------|-------------------|
| General Repairs  | HVAC Systems      |
| Plumbing         | Electrical Repair |
|                  | Carpentry         |
| Appliance Repair |                   |

## COURSES

- Certified Maintenance & Reliability Technician**  
Core maintenance principles
- Advanced Plumbing Systems Design**  
Coursework provided by the American Society of Plumbing Engineers.

## INTERESTS

- Sustainable Property Development**  
Passionate about innovations in green living and sustainable property development for healthier communities.

# EDUCATION

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GED  
Chicago Adult Education Center  
📅 01/2007 - 01/2008    📍 Washington, D.C.

# LANGUAGES

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English

Intermediate

Spanish

Native