

Vanessa Rivero

New Port Richey, FL

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PROFESSIONAL SUMMARY

- Over 700 hours of HVAC and refrigeration training and instructions
- Proficient with A/C and refrigeration systems, recover, evacuate, and charge A/C units
- Install and repair heaters, handle and contain refrigerant per EPA guidelines
- Troubleshooting boards, and Brazing of copper piping
- Highly organized and detail oriented with excellent communication, interpersonal and customer service skills
- Results-oriented, self-motivated, and able to create and maintain a safe work environment
- Friendly and enthusiastic, consistently meeting customer service goals
- Excel at multi-tasking in a fast-paced environment and prioritize workload

TRAINING & CERTIFICATIONS

- EPA 608 Universal
- R-410A
- OSHA 10 Safety

REFRIGERATION & HVAC TRAINING/KNOWLEDGE & SKILLS

- Refrigeration Systems, Controls & Troubleshooting
- Commercial Hydronic Systems
- Air Conditioning & Air Distribution
- Systems Controls
- System Applicant Design
- HVAC Diagnostics
- Fuel Heating Systems & Heat Pumps
- Basic Construction & Electricity

EDUCATION

Altierus Career College, Tampa, FL
Refrigeration Tech

Graduated 03/2020

J.W. Mitchell High, New Port Richey FL
High School Diploma

Graduated 06/2006

EXPERIENCE

McDonalds, New Port Richey, FL

Department Manager

07/2009-Present

- Supervise, motivate, evaluate, and coach employees and facilitate effective training programs
- Respond to and resolve customer issues in a timely manner to ensure satisfaction
- Maintain inventory control of all products and enforce all proper food sanitation procedures
- Enforce and follow company policies, and procedures, and ensure high standards of customer service
- Manage departmental systems, supervise cooking zone, maintained the hygiene of the restaurant
- Ensure restaurant compliance with safety and sanitation procedures and all Federal, State, and local regulations
- Greet customers entering establishment, up sale and promote new and larger food items
- Process and prepare food orders on time and friendly manner, and restock utensils and food supplies
- Planned biweekly maintenance on shake machine and cleaning coils quarterly