

Thomas Dutton

HVAC Technician

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Address: 4827 Desert Ridge Drive, Phoenix, AZ 85032

Website: <https://tdutton-hvac.com>

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- EPA Section 608 Universal certified HVAC technician with 7 years of comprehensive experience in residential and commercial systems
- Proven track record of maintaining 96% first-time fix rate across 2,400+ service calls annually
- Specialized expertise in variable refrigerant flow (VRF) systems, smart thermostat integration, and high-efficiency heat pump installations
- Generated over \$85,000 in additional revenue through identifying upsell opportunities during routine maintenance calls
- Maintained perfect safety record while working with high-voltage equipment and handling R-410A, R-134a, and R-404A refrigerant systems
- Bilingual communication skills (English/Spanish) enabling effective customer education and service in diverse markets

WORK EXPERIENCE

March 2021 -
Present

Desert Peak Climate Control

Senior HVAC Technician

- Service average of 9-12 residential and commercial HVAC systems daily with 96% first-time fix rate
- Lead technician for VRF system installations and maintenance, completing 15+ commercial projects totaling \$240,000 in revenue
- Mentor junior technicians in advanced diagnostic techniques, reducing their callback rates by 28%
- Implemented preventive maintenance protocols that decreased emergency service calls by 22% for commercial accounts
- Specialized in retrofitting older R-22 systems to R-410A, completing 85+ conversions with zero safety incidents
- Maintain key commercial accounts including three office complexes and two manufacturing facilities

June 2018 -
March 2021

Arizona Comfort Solutions

HVAC Service Technician

- Completed 6-8 residential service calls daily focusing on split systems, heat pumps, and gas furnaces up to 98% AFUE
- Achieved 94% customer satisfaction rating across 1,800+ service interactions over three-year period
- Diagnosed and repaired complex electrical control issues using advanced multimeter and thermal imaging equipment
- Generated \$45,000 in additional sales through accurate system assessments and customer education
- Completed emergency repairs during extreme weather conditions, including 24/7 on-call rotation coverage
- Installed and programmed 200+ smart thermostats including Nest, Honeywell, and Ecobee systems

September 2017
- June 2018

Reliable Air Systems

HVAC Apprentice Technician

- Completed 2,000+ hours hands-on training in residential and light commercial HVAC systems

- Assisted senior technicians with installations, maintenance, and emergency repairs
- Learned advanced brazing techniques and refrigerant handling procedures under direct supervision
- Maintained organized service van inventory and assisted with parts procurement and logistics
- Completed EPA Section 608 certification preparation and passed Universal exam on first attempt

TECHNICAL SKILLS

HVAC Systems & Equipment

- Variable Refrigerant Flow (VRF) systems installation and maintenance
- Split systems, packaged units, and rooftop commercial equipment up to 20 tons
- Gas furnaces (natural gas and propane) up to 98% AFUE efficiency ratings
- Heat pump systems including geothermal and air-source configurations
- Commercial refrigeration systems and walk-in cooler maintenance
- Building automation system integration and programming

Refrigerants & Environmental Compliance

- EPA Section 608 Universal Certification for all refrigerant types
- Proficient in R-410A, R-134a, R-404A, and legacy R-22 system conversions
- Refrigerant recovery, recycling, and proper disposal procedures
- Leak detection using electronic detectors and bubble solutions
- Proper evacuation and charging procedures for optimal system performance

Electrical & Controls

- Advanced electrical troubleshooting using Fluke multimeters and megohmmeters
- Variable Frequency Drive (VFD) installation, programming, and maintenance
- Control circuit diagnosis and repair including contactors, relays, and transformers
- Smart thermostat installation and integration with existing HVAC systems
- Motor analysis and replacement including single-phase and three-phase applications

Diagnostic Tools & Software

- Digital manifold gauges for precise system analysis and charging
- Thermal imaging cameras for identifying system inefficiencies and electrical issues
- ServiceTitan mobile dispatch system and work order management
- Load calculation software for proper equipment sizing
- Combustion analyzers for gas furnace efficiency testing

Customer Service & Communication

- Technical problem explanation in customer-friendly terminology
- Accurate cost estimation and detailed quote preparation
- Energy efficiency consultation and system optimization recommendations
- Bilingual communication capabilities (English/Spanish)
- Professional appearance and customer relationship management

EDUCATION & TRAINING

Phoenix Technical Institute

Certificate in HVAC/R Technology

GPA: 3.8/4.0

- **Relevant Coursework:** Commercial Refrigeration Systems, EPA 608 Certification Preparation, Electrical Controls and Circuits, Load Calculations and System Design, Gas Furnace Installation and Service

Graduated: May
2017

- **Hands-on Training:** 400 hours laboratory experience with live HVAC equipment
- **Capstone Project:** Complete residential HVAC system design and installation

Graduated: June
2015

Desert Mountain High School
High School Diploma

CERTIFICATIONS & LICENSES

Current
(Renewed 2023)

EPA Section 608 Universal Certification
EPA

2022

NATE Certified - Air Conditioning & Heat Pumps
NATE

2023

NATE Certified - Gas Furnaces
NATE

Current

Arizona State HVAC Contractor License #TACLA89456
Arizona State

2023

OSHA 10-Hour Construction Safety
OSHA

2022

Carrier Factory Authorized Service Training
Carrier

2021

Trane Commercial Systems Certification
Trane

2020

Honeywell Smart Thermostat Installation Certification
Honeywell

AWARDS & RECOGNITION

2023

Excellence in Customer Service Award
Desert Peak Climate Control
Maintained 98% customer satisfaction rating across 300+ service calls

2017

Top Apprentice Graduate
Phoenix Technical Institute
Ranked 1st among 32 apprentices in comprehensive technical skills assessment

2017-2023

Safety Achievement Recognition
Industry Recognition
Zero workplace incidents over 6 years

2020

Revenue Generation Leader

Arizona Comfort Solutions

Highest additional sales generation among 12-person service team

PROFESSIONAL REFERENCES

Marcus Fitzgerald

Service Manager - Desert Peak Climate Control

Phone: (602) 555-0847 | **Email:** m.fitzgerald@desertpeak.com

Relationship: Direct supervisor for 3 years

Can speak to: Technical expertise, leadership abilities, customer service excellence

Isabella Rodriguez

Lead Commercial Technician - Desert Peak Climate Control

Phone: (480) 555-0923 | **Email:** i.rodriguez@desertpeak.com

Relationship: Senior colleague and VRF systems mentor

Can speak to: Advanced technical skills, problem-solving abilities, teamwork

Dr. Amanda Thornfield

Facility Manager - Thornfield Medical Center

Phone: (602) 555-0156 | **Email:** a.thornfield@thornfieldmed.com

Relationship: Commercial client for 2 years

Can speak to: Reliability, professionalism, quality of work in critical healthcare environment