

Jose Manuel Mancha

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Objective:

Obtain a position where I can maximize my management skills, technical skills, quality assurance, and training experience.

Skills:

- Basic Electrical theories, terms, definitions, symbols and formulas
- Basic Refrigeration theories
- Bending, swaging, flaring of tubes
- Usage of torches, solder of tubing
- Air Conditioning Systems designs
- Service installation and troubleshooting
- Reading pictorial wiring diagrams
- Evacuation procedures
- Heating systems fundamentals, furnace design troubleshooting
- Pipe cutting, threading and the proper piping to use
- Shop math, load calculations and air distribution
- Windows operation system; XP, Vista, 7, 10
- Familiar with Microsoft office

Education:

The Coding Bootcamp at UT Austin

*San Antonio, TX
Nov 2019-Present*

Everest Institute

Residential Heating Ventilation and Air Conditioning

*San Antonio, TX
January 2013*

University of Texas at San Antonio

Major: Computer Science; Minor: Mathematics

*San Antonio, TX
December 2007*

Sidney Lanier High School

Diploma earned

*San Antonio, TX
2001*

Work History:

Management Support

San Antonio, TX

Maintenance Technician (09/16-present)

Maintenance Foreman (05/15-08/16)

Maintenance Technician (03/13-05/15)

Duties:

- *Oversee operations and proper maintenance of building systems – including regular site inspections.*
- *Review work orders and preventative maintenance programs with staff to ensure responsiveness and efficiency.*
- *Remain current on saving opportunities and take full advantage of applicable programs.*
- *Review and ensure compliance with all applicable codes and regulations of all governmental agencies having jurisdiction.*
- *Ensure inventory control and purchase processes are in place and operating correctly.*
- *Supervise maintenance technicians, porter, and housekeeper.*
- *Work under direction of apartment manager.*
- *Preventive and routine maintenance.*
- *Timely completion of detailed maintenance reports.*
- *Follow company directives*

Centralized Showing Service

San Antonio, TX

Zone Supervisor / Team Leader (03/09-03/13)

Customer Service Rep. (01/08-3/09)

Duties:

- *Worked in a fast-paced environment, multi-tasked, and performed duties with a minimum of supervision.*
- *Facilitated bilingual certification for the enterprise.*
- *Monitored performance, coached for improvement, and provided feedback to representatives ranging from 10 to 60 representatives for streamlined efficiencies.*
- *Handled complex situations professionally.*
- *Developed and maintained constructive and cooperative working relationships with all types of personalities and attitudes.*
- *A great attention to detail and thoroughness in completing tasks.*
- *Used logic and reasoning to analyze information and evaluate results to choose the best solution and solve problems.*
- *Managed daily operations within the call center to manage call answer times, cost per call, and forecasting expectations.*

Certifications:

EPA – Universal

410A

PM

HVAC of Excellence

EMT license