

JOHN D. MITCHELL

Apartment Maintenance Supervisor

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Chicago, IL



PROFESSIONAL SUMMARY

Experienced apartment maintenance supervisor with 10+ years of expertise in building systems, electrical, plumbing, and HVAC maintenance. Proven ability to manage teams, ensure tenant satisfaction, and maintain a safe, clean, and operational environment in residential complexes.

EDUCATION

Associate of Applied Science in Building Maintenance Technology

Chicago Technical College, IL

Graduated: May 2015

Certifications

- OSHA 30-Hour General Industry Certification, 2023
- HVAC Certified Technician, North American Technician Excellence (NATE), 2017

SKILLS

- HVAC, electrical, plumbing, and general building maintenance Expert
- Team management and leadership Expert
- Preventative maintenance planning Expert
- Vendor management Expert
- Emergency maintenance and repairs Expert

AWARDS

- Successfully reduced tenant complaints related to maintenance issues by 40% through proactive communication and timely repairs.
- Introduced a digital tracking system for maintenance requests, improving the efficiency of request handling by 30%.

EXPERIENCE

2018 - Now

Maintenance Supervisor Silverstone Management, Chicago, IL

- Supervise a team of 10 technicians in maintaining 250+ units across three residential properties, ensuring timely repairs and preventative maintenance.
- Coordinate repair schedules, supervise emergency maintenance calls, and maintain records of all work completed in compliance with company policies.
- Manage vendor relationships and negotiate contracts for services such as landscaping, pest control, and HVAC repairs.
- Reduce repair response time by 25% through process optimization and team restructuring.
- Train new hires on safety standards and technical procedures.

2015 - 2017

Maintenance Technician Greenfield Properties, Chicago, IL

- Conducted routine inspections of plumbing, electrical, and HVAC systems in a 100-unit complex.
- Responded to service requests within 24 hours and performed repairs on-site.
- Assisted in the implementation of an energy-efficient lighting system that reduced electricity costs by 15%.
- Maintained safety and cleanliness of workspaces, ensuring compliance with local health and safety regulations.