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JAMES MENDOZA

General Apartment Maintenance Supervisor



(214) 555-6723



james.mendoza@email.com



Dallas, TX

Education

HVAC Certification

Lincoln Tech | Grand Prairie, TX | 2014

High School Diploma

Lakeview High School | Garland, TX

Certifications

EPA 608 Universal Certification (2023)

OSHA 30-Hour General Industry Safety Card (2021)

Skills

HVAC repair and maintenance



Electrical troubleshooting



Plumbing systems



Vendor management



Preventive maintenance



Work order systems (Yardi, AppFolio)



Professional summary

Detail-oriented apartment maintenance supervisor with experience overseeing maintenance operations in multi-family residential buildings. Skilled in HVAC, electrical, and plumbing systems, with a strong track record of reducing downtime and improving tenant satisfaction.

Experience

Elmwood Properties

May 2018 - Now

Dallas, TX

General Apartment Maintenance Supervisor

- Manage daily maintenance operations for a 210-unit apartment complex, ensuring prompt response to work orders and tenant concerns.
- Supervise, train, and support a team of 4 full-time technicians, maintaining consistent service standards and performance evaluations.
- Coordinate HVAC inspections, fire alarm system checks, and vendor services to maintain safety and regulatory compliance.
- Developed and implemented a preventive maintenance program that cut emergency calls by 30% over two years.

Highland Oaks Apartments

June 2014 - April 2018

Plano, TX

Maintenance Technician

- Performed multi-trade maintenance including plumbing, electrical, and HVAC repair for a 160-unit property.
- Participated in seasonal maintenance tasks such as pool prep, irrigation checks, and snow removal coordination.
- Responded to emergency maintenance calls after hours on a rotational basis, often resolving issues within 1-2 hours.
- Maintained detailed logs for each service request using AppFolio, improving maintenance team transparency.