

Troy D Black

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QUALIFICATIONS

Exceptional customer service skills, the able to maintain confidentiality, and work in highly stressful situations. Provide safety and security for all those around. Multiple computer software's such as Microsoft Office, Excel, Power Point, and tracking programs. Exhibit confidently a calming environment during stressful situations. Excellent communication skills. Excellent leadership of mentor and training new staff. Multi-level supervision of staff in their day to day work performance and duties to ensure they reach their maximum potential. I am a team player that enjoys new challenges, and strives for the highest quality of work performance. I always conduct myself with the highest level of integrity. I learn new things easily, and I can bring out the best in people. I know that I would be an excellent addition to your company and elevate its productivity and increase its success.

EDUCATION

UVU Business	Provo, UT	June, 2015 to May, 2017
University of Phoenix Criminal Justices	Boise, Idaho	May 2011 to Aug, 2011
Rogue Community College Emergency Medical Technician.	Phoenix, Oregon	Sept, 1994 to Dec, 1994
Boise High School High School Diploma	Boise, Idaho	Sept, 1991 to May, 1993

CERTIFICATIONS

CPR, First Aid, AED, Weapons Qualified, POST certification, Licensed in HVAC, BHU (Behavior Health Unit) certified, EPA Licensed and Contractor License.

EMPLOYMENT

<u>All Seasons Refrigeration & HVAC, LLC</u> <i>Owner & Operator</i>	New Meadows, Idaho	August 13, 2021 to Current
<u>Kore Refrigeration</u> <i>Regional Area Manager & Refrigeration Specialist.</i>	Nampa, Id	March 15, 2018 to June 1, 2021

- Manage all employees and their training and service areas
- Trouble shoots potential problems with various equipment
- Diagnose and fix any equipment with potential or current problems
- Removal and install commercial roof top units, duck work, and control systems
- Diagnose issues with different control systems, I-vue, backnet, premier link, Daikin, LG, Mitsubishi
- Supervised on the job training for employees
- Work with customers for repairs of various equipment
- Present bids to customers for repair
- Billing/invoice of project work orders
- Maintain accurate parts/supplies inventory for all equipment
- Facilitate quality assurance and customer relations
- Work with management to prioritize jobs
- Strategic planning for day-to-day operations
- Recruiting staff and training them appropriately to ensure competent work output
- Evaluate the work quality of staff and other subordinates
- Work and Diagnose, boiler system, Cooling Towers, Pumps
- Oversee the startup of various equipment that has been installed

- Diagnose and fix any equipment malfunctions

Advanced Heating and Cooling

Meridian, Id

July,16, 2016 to Feb, 17, 2017

Commercial Services Tech.

- Licensed HVAC Journeyman
- Trouble shoots potential problems with various equipment
- Diagnose and fix any equipment with potential or current problems
- Removal and install commercial roof top units, duck work, and control systems
- Diagnose issues with different control systems, I-vue, backnet, premier link, Daikin, LG, Mitsubishi
- Supervised on the job training for employees
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Oppenheimer Development Corporation

Boise, Idaho

Mar, 14, 2013 to July 16, 2016

Commercial Services, Maintenance Tech, HVAC Specialist

- Elevator Security, safety and management
- Building security and management
- HVAC programming, maintenance, repairs, budgeting and billings
- DDC controls
- Development, implementing, and maintaining the highest quality customer services
- Implementation of construction projects and meeting/Quality control
- Maintain accurate records of the condition of the equipment and other systems in the building
- Assess the current condition of electrical, air conditioning, plumbing and equipment in multiple essential facilities
- Create and Implement a schedule of regular evaluation of the facilities
- Participate in the development of policies and procedures that affect the use of supplies and facilities
- Ensure that all the equipment and other facilities are working properly
- Initiate and implement interventions to a wide variety of problems throughout the multiple facilities
- Develop and implement a system for cleaning, repair and maintenance all facilities
- Ensure the safety of the building/establishment from fire, flood and other hazards
- Knowledge and Compliance of Federal and Local Fire, Life, and Safety Regulations
- Initiate and Implement an active campaign on safety measures in the building
- Maintaining the efficiency and good working conditions of the multiple facilities
- Evaluate, encourage, and mentor the work quality of staff and other subordinates
- Coordinate with other offices and units a variety of things that are not within the scope of the facilities service team, resulting in higher quality outcomes
- Developing and implementing the budget and so that the facilities maintenance team will have adequate funds for its operation
- Coordinate with the upper management on work issues
- Strategic planning for day-to-day operations

Services Experts Heating and Cooling

Boise, Idaho

Nov. 12, 2012 to Feb 14, 2013

Commercial Services, Maintenance Tech

- Licensed HVAC Journeyman

- Troubleshoot potential problems with various equipment
- Diagnose and fix any equipment with potential or current problems
- Removal and install commercial roof top units, duct work, and control systems
- Diagnose issues with different control systems, I-vue, backnet, premier link
- Supervised on the job training for employees
- Work with customers for repairs of various equipment
- Present bids to customers for repair
- Billing/invoice of project work orders
- Maintain accurate parts/supplies inventory for all equipment
- Facilitate quality assurance and customer relations
- Maintaining OSHA regulations and records for every project
- Work with management to prioritize jobs
- Prepare pertinent records and reports for the safety service division of the institution
- Strategic planning for day-to-day operations
- Recruiting staff and training them appropriately to ensure competent work output
- Evaluate the work quality of staff and other subordinates
- Develop and implement staff development programs such as; skills enhancement trainings and sessions

Idaho Department of Correction

Boise, Idaho

June 10, 2010 to Nov 12, 2012

Correctional Officer

- Provide safety and security supervising offenders in a medium security prison
- Respond to medical and/or security emergencies that may be a threat to day to day operations including either staff and/or inmates
- Monitor and/or escort offender throughout the confines which requires being vigilant of your surroundings and formulating and executing any measures needed for the safety of the prison
- Ensure the safety of the building or establishment from fire, flood and other hazards
- Conduct random pat searches, cell searches, living, and common area searches for unauthorized contraband
- Assist offenders regarding personal/institutional issues they may have, which could include problem solving, pre-planning, counseling, negotiating, deescalating, and implementing people skills to support them and encourage them in making positive decisions
- Investigate and interview witnesses, protecting evidence, and writing incident reports, infractions, or disciplinary reports
- Develop staff development programs such as skills enhancement trainings and sessions
- Develop/initiate an active campaign on safety measures
- Attended weekly supervisor meeting
- Trained Supervisors and other employees in inmate property. I am often asked by current FTO's (Field Training Officer) to train new staff in the role of either property or restrictive housing
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- Assisting and training medical staff of state regulations of Segregation Housing and providing safety while providing medical and IDOC protocols
- Received letters of accommodations from the Warden and other Lieutenant's.

TVR Inc.

Boise, Idaho

June 05, 2004 to May 10, 2010

HVAC Foreman/Services. Maintenance Tech

- Supervised on the job training for employees
- Trained new staff and performed annual evaluations
- Assisted management team in daily concerns and problem solving solutions
- Removal and installation of commercial roof top units, duct work, and control systems
- Oversee the startup of various equipment that has been installed
- Diagnose and fix any equipment malfunctions
- Licensed HVAC Journeyman
- Develop staff development programs such as skills enhancement trainings and sessions
- Trained apprentices in daily operation's and knowledge of everyday work activities

- Supervised employees ranging for two, to fifty depending on job size
- Conducted employee meetings weekly
- Supervisor's weekly and monthly jobsite meeting
- Coordinated with other contractors on job progress and when they need to be completed
- Regular OSHA safety meetings
- Conducted employee feedback and evaluations
- Maintaining OSHA regulations on every project

TML LLC.

Boise, Idaho

June, 01, 2001 to Feb, 05, 2004

Residential Foreman/Service, Maintenance Tech

- Installing and Removing split systems
- Trouble shoots potential problems with various equipment
- Oversee the startup of various equipment that was installed
- Diagnose and fix any equipment with potential or current problems
- Licensed HVAC Journeyman
- Trained apprentices in daily operation's and knowledge of everyday work activities
- Assisted management team in daily concerns that needed to be addressed
- Conducted employee feedback and evaluations
- Supervised employees ranging for two, to fifty depending on job size
- Conducted employee meetings weekly
- Supervisor's weekly and monthly jobsite meeting
- Coordinated with other contractors on job progress and when to be completed
- Regular OSHA safety meetings