



# EMMA PEREZ

Hvac Technician

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## PROFILE

Master HVAC technician and Arizona-licensed contractor with 18 years in the trade. Specialize in commercial rooftop units, VRF systems, and building controls. Run service operations for a 22-tech shop and mentor field crews on complex diagnostics.

## KEY SKILLS

- Commercial RTU and chiller service
- VRF systems (Daikin, Mitsubishi)
- Building automation: Tridium Niagara, Honeywell, Siemens
- A2L refrigerant handling (R-454B, R-32)
- PM program design and reporting
- Service department P&L management
- Technician training and apprentice mentoring
- Permit and code compliance
- Emergency on-call response
- Customer account management

## PROFESSIONAL EXPERIENCE

### Service Manager and Master Technician

Sonoran Mechanical Contractors, Mesa, AZ | 2019 - Present

- Lead a service department of 22 technicians and 4 dispatchers covering Maricopa County commercial accounts.
- Grew service department revenue from \$3.4M to \$6.1M over 4 years by adding VRF and controls service lines.
- Diagnose escalated calls on Daikin VRF, Trane RTUs to 50 tons, and Honeywell and Siemens BAS controls.
- Run quarterly tech training on EPA 608, refrigerant handling for A2L gases, and combustion analysis.
- Built a PM program covering 340 rooftop units across 28 commercial clients with documented quarterly reports.

### Lead Commercial HVAC Technician

Desert Sky Mechanical, Chandler, AZ | 2014 - 2019

- Serviced and commissioned commercial RTUs, chillers up to 200 tons, and VAV systems for office and retail sites.
- Led replacement of an aging chiller plant at a 180,000 sq ft office tower, on time and under the original bid.
- Programmed and balanced BAS sequences in Tridium Niagara for a multi-tenant medical building.
- Mentored 5 apprentices through their journeyman exams; all 5 passed on first attempt.
- Handled emergency on-call rotation roughly one week per month with under a 90-minute average response time.

### HVAC Service Technician

Valley Climate Pros, Phoenix, AZ | 2009 - 2014

- Ran residential and light commercial service calls on packaged and split systems up to 10 tons.
- Recovered and recharged refrigerant on R-22 retrofits during the phase-out period.
- Sold and installed about 70 system replacements per year as part of a two-tech team.
- Earned NATE certification in Air Conditioning and Heat Pumps in 2012.

### HVAC Apprentice and Helper

Cactus Air Service, Gilbert, AZ | 2007 - 2009

- Completed a 2-year apprenticeship under a master technician on residential service and install.
- Earned EPA 608 Universal certification in 2008.
- Stocked vans, pulled permits, and supported install crews on changeout days.

## EDUCATION

AAS, HVAC Technology, Gateway Community College, 2009

Arizona ROC KA-38 Air Conditioning Contractor License, 2016

EPA 608 Universal, NATE Senior Level Efficiency Analyst

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Tridium Niagara N4 Certified, 2020

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