

Susan Moore

Hvac Installer

Install crew foreman with 14 years in residential and light-commercial HVAC. Run a two- to four-person crew across 400+ installs per year, keep the schedule tight, and own quality from load calc review to commissioning. Louisiana master mechanical license holder with universal refrigerant handling credentials.

PROFESSIONAL EXPERIENCE

2020 - Present

Install Crew Foreman | Bayou Air Solutions, Baton Rouge, LA

- Lead a four-installer crew running 8-10 residential change-outs per week, hit a callback rate of 3.1% against a company average of 7%.
- Review each job packet the night before: Manual J summary, equipment match, duct plan, permit status, so trucks roll at 7am without questions.
- Introduced a two-page install checklist covering vacuum reading, charge weight, static pressure, and homeowner sign-off, adopted company-wide after one quarter.
- Coach three apprentices toward universal refrigerant handling certification, two have passed and one is scheduled for the next window.
- Handle escalations directly with homeowners on tough retrofits, difficult crawl spaces, mid-job equipment substitutions, warranty questions.

2016 - 2020

Lead Installer | Delta Mechanical Contractors, Lafayette, LA

- Ran the lead role on around 700 residential installs and 40 light-commercial rooftop unit swaps.
- Fabricated custom curb adapters and transitions in the shop when factory options didn't work for older rooftop unit footprints.
- Handled crane-day coordination for rooftop swaps: rigging plan, roof protection, ground spotter, sequenced with the crane operator to keep lifts under 20 minutes each.
- Took over crew scheduling when the field manager left, kept 12 installers dispatched daily for four months until the replacement started.
- Passed Louisiana Master Mechanical exam during this stretch.

2013 - 2016

HVAC Installer | Southern Comfort Heating & Cooling, Alexandria, LA

- Two-man crew on around 320 residential installs, moved from helper to lead in year two.
- Built strong sheet metal habits: hand seams, plenum fabrication, duct sealing to code before flex became the shortcut.
- Learned brazing under nitrogen and micron-level evacuation from a foreman who'd been doing it 30 years, kept those habits.
- Earned universal refrigerant handling certification in first year on the job.

2011 - 2013

Install Helper | Riverbend Air Conditioning, Alexandria, LA

- Started as a summer helper, brought on full time after 90 days.
- Handled equipment offload, teardown, cleanup, line-set unrolling, condensate work.
- Completed HVAC/R certificate at Central Louisiana Technical Community College during evenings.

EDUCATION

CONTACT INFORMATION

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 Baton Rouge, LA

KEY SKILLS

- Crew leadership, dispatch, and scheduling
- Residential and light-commercial installation
- Rooftop unit swaps and crane-day coordination
- Manual J review and equipment matching
- Sheet metal fabrication and duct design
- Brazing under nitrogen, micron evacuation
- Charge by weight, subcool, superheat verification
- Static pressure and airflow commissioning
- Apprentice training and refrigerant handling exam prep
- Permit coordination and inspection walkthrough
- Customer escalation handling

HVAC and Refrigeration Technology Certificate, Central Louisiana Technical Community College, 2013

Louisiana Master Mechanical license, 2019

Universal Refrigerant Handling Certification, 2014

Air Conditioning Installation and Heat Pump Installation Specialty Certifications, 2017