Patricia Novak

HVAC Service Manager

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Summary

HVAC Service Manager with 13 years in HVAC service, the last 5 managing a 22-technician residential and light commercial service department in metro Atlanta. Runs dispatch, technician training, pricing and service agreements, tracks results in Excel, and has grown department revenue from $4.1M to $6.3M while raising customer reviews.

Experience

HVAC Service Manager
02/2021 - Present

Peachtree Comfort Services Marietta, GA

Manage the service department of a 110-employee heating, cooling and plumbing contractor.

- Managed 22 service technicians and 4 dispatchers, growing service revenue from $4.1M to $6.3M in 5 years.
- Grew maintenance agreements from 3,800 to 7,200 members through technician training and a renewal call program.
- Built weekly KPI reports in Excel and PowerPoint on first-call fix, callbacks and average ticket for the owners.
- Cut callbacks from 7% to 3.5% by adding ride-alongs, a diagnostic checklist and monthly HVAC systems training.

Service Supervisor
03/2017 - 01/2021

North Fulton Heating & Air Alpharetta, GA

Supervised field technicians and quality checks for a residential HVAC company.

- Supervised 10 technicians in the field, handling escalations and quality checks on 40+ calls a week.
- Rewrote the flat-rate price book in Microsoft Office, raising the average ticket by 18% within a year.
- Resolved 95% of customer complaints within 48 hours, lifting online ratings from 4.3 to 4.8 stars.

HVAC Service Technician
06/2013 - 02/2017

Cobb County Air Systems Marietta, GA

Ran residential service and replacement calls.

- Ran 5 to 7 residential service calls a day with a 4% callback rate.
- Installed 150+ condensers, furnaces and heat pumps on replacement jobs.
- Trained 3 apprentices on troubleshooting and refrigerant handling.

Education

Associate of Applied Science
05/2013

Chattahoochee Technical College Marietta, GA

Air Conditioning Technology

Skills

- HVAC Service
- HVAC Systems
- Service Agreements
- Technician Training
- Dispatch
- Excel
- PowerPoint
- Microsoft Office
- Leadership
- Customer Service

Certificates

Conditioned Air Contractor License, Class II
09/2019

Georgia State Construction Industry Licensing Board

EPA Section 608 Universal Certification
04/2013

U.S. Environmental Protection Agency