

Angela Ruiz

// Maintenance Coordinator

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> SUMMARY

Maintenance Coordinator with 4 years scheduling repairs, preventive maintenance and vendors for manufacturing and multifamily sites. Plans HVAC, electrical and plumbing work orders in SAP, builds Excel backlog reports for managers, and keeps Outlook schedules moving for 12 technicians. Brings customer service and attention to detail to every request.

> SKILLS

• SAP • Excel • Word • Outlook • Preventive Maintenance • HVAC • Electrical • Plumbing • Customer Service • Attention to Detail

> EXPERIENCE

Maintenance Coordinator

03/2024 - Present

Valley Sun Foods

Phoenix, AZ

Food processing plant with 420 employees and 3 production lines.

- Plan **1,100** work orders a quarter in SAP for 12 technicians across 3 production lines.
- Build the weekly preventive maintenance plan, raising PM completion from 78% to 95%.
- Purchase HVAC, electrical and plumbing parts within a \$90K monthly budget, cutting rush freight 40%.
- Report backlog, downtime and labor hours in Excel to the maintenance manager every Monday.

Service Coordinator

06/2022 - 02/2024

Desert Bloom Residential

Tempe, AZ

Property manager with 6 apartment communities and 1,500 units.

- Dispatched **400+** resident work orders a month to 8 technicians and tracked each one to closure.
- Booked plumbing, electrical and HVAC vendors for after-hours emergencies within 30 minutes of each call.
- Logged vendor invoices and warranty claims, recovering \$28K in warranty credits in 2023.
- Answered resident calls and emails with clear updates, keeping service ratings at 4.7 of 5.

Office Assistant (Part-Time)

08/2020 - 05/2022

Mesa Valley HVAC Services

Mesa, AZ

Part-time job at a residential HVAC contractor during college.

- Scheduled **25** residential HVAC service calls a day for 6 field technicians.
- Entered service tickets and parts usage into the dispatch system each afternoon.
- Filed Word and Outlook records for 300 maintenance agreements and renewal reminders.
- Answered 40+ customer calls a day about service windows, billing and warranty questions.

> EDUCATION

Associate of Applied Science

05/2022

Phoenix College

Phoenix, AZ

Business Management

> CERTIFICATES

OSHA 10-Hour General Industry

05/2024

OSHA Outreach Training Program