Garrett Lund

Plumbing Service Technician

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SUMMARY

Plumbing Service Technician with 6 years of residential plumbing systems repair in the Raleigh-Durham area. Brings a diagnostic approach to leaks, water heaters, tankless units and well pumps, explains repair options in plain terms, and averages 5 calls a day with a 1.5% callback rate. Clean driving record and North Carolina journeyman license.

EXPERIENCE

Plumbing Service Technician 03/2023 - Present

Triangle Home Services Raleigh, NC

Home services company with 70 technicians covering plumbing, heating and electrical repair.

- Run diagnostic checks on **1,200** service calls a year, from slab leaks to failed pressure-reducing valves.
- Installed and serviced 160 tank and tankless water heaters, including descaling and venting corrections.
- Enrolled 210 homeowners in annual maintenance plans, the highest count on a 14-technician plumbing team.
- Documented findings, photos and invoices in the field app on every job, cutting billing disputes by 40%.

Plumber 01/2021 - 02/2023

Oak City Plumbing Raleigh, NC

Residential plumbing contractor with 12 service vans.

- Repaired and replaced supply lines, valves and fixtures in **900** homes across Wake and Johnston counties.
- Troubleshot well pumps and pressure tanks on 75 rural calls, restoring water the same day on most.
- Repiped 14 homes from polybutylene to PEX while keeping occupied homes with running water each night.

Plumber's Helper 06/2020 - 12/2020

Neuse River Plumbing Garner, NC

Family-owned plumbing contractor serving southern Wake County.

- Excavated and backfilled trenches for **20** sewer and water service replacements.
- Carried and staged materials and tools for 2 plumbers on new-construction rough-ins.
- Cleaned up every job site before the final walkthrough with the homeowner.

SKILLS

- **Residential Plumbing Systems**
- **Plumbing Systems**
- **Diagnostic Testing**
- **Troubleshooting**
- **Water Heaters**
- **Tankless Water Heaters**
- **Well Pumps**
- **PEX**
- **Customer Service**
- **Attention to Detail**

EDUCATION

Diploma

Wake Technical Community College

Plumbing

Raleigh, NC

05/2021

CERTIFICATES

Journeyman Plumbing License

NC State Board of Examiners of Plumbing, Heating and Fire Sprinkler Contractors

02/2023

OSHA 10-Hour Construction Safety

OSHA Training Institute

07/2020