Nicole Paterson

SERVICE PLUMBER

Indianapolis, IN
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Certificates

Journeyman Plumber License
Indiana Plumbing Commission
04/2024

OSHA 10-Hour Construction Safety
OSHA Training Institute
07/2021

Skills

Plumbing Systems
Residential Plumbing
Troubleshooting • Drain Cleaning
Water Heaters • Plumbing Codes
Fixture Repairs • Leak Detection
Customer Service
Working Independently

Summary

Service Plumber with 6 years of residential plumbing, including 2 years running a service van alone across Indianapolis. Handles troubleshooting, drain cleaning, water heater swaps and fixture repairs, writes clear options for homeowners, and keeps a 4.9-star customer service rating. Holds an Indiana journeyman license and a clean driving record.

Experience

Service Plumber 05/2024 - Present
Circle City Plumbing & Air Indianapolis, IN
Home services company with 40 technicians covering plumbing, heating and cooling.

- Complete **4 to 6** residential service calls a day, working independently from dispatch to payment.
- Diagnosed and fixed 700 leaks, running toilets, failed faucets and low-pressure complaints in 2 years.
- Replaced 110 water heaters and 45 sump pumps, pulling permits and meeting plumbing codes on each.
- Presented repair options on a tablet with clear pricing, raising the average ticket from $310 to $420.

Plumbing Apprentice 06/2021 - 04/2024
Hoosier Pipe Works Indianapolis, IN
Residential plumbing and drain company with 18 service vans.

- Ran drain cleaning machines on **500** kitchen, bath and main line stoppages, including roof vent access.
- Installed garbage disposals, shutoff valves and fixtures on 300 calls alongside a licensed journeyman plumber.
- Located hidden leaks with a moisture meter and thermal camera on 40 insurance repair jobs for adjusters.
- Maintained a callback rate under 2% by pressure-testing every repair before leaving the house.

Maintenance Technician 08/2020 - 05/2021
Eagle Creek Apartments Indianapolis, IN
Apartment community with 280 units.

- Closed **35** work orders a week, many of them plumbing repairs.
- Replaced faucets, wax rings and supply lines during 60 unit turns.
- Organized the shop and parts room for the 3-person maintenance team.

Education

High School Diploma 05/2020
Ben Davis High School Indianapolis, IN