JULIAN MERCER

HANDYMAN

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PROFESSIONAL SUMMARY

Handyman with 8+ years completing carpentry, drywall, minor plumbing, electrical fixture, and assembly work for homeowners and property managers. Diagnoses problems quickly, quotes honestly, and finishes tasks in one visit whenever possible. Holds lead-safe certification and a clean record of positive reviews and repeat clients.

PROFESSIONAL EXPERIENCE

Senior Handyman Technician Feb 2021 - Present
Mr. Handyman, Oakland, CA

- Complete 6 to 8 repair visits a day for homeowners, from door hardware and drywall patches to faucet and fixture replacements.
- Maintain a customer rating of 4.8 out of 5 across about 1,400 completed jobs.
- Quote jobs on site with itemized labor and materials, and keep final invoices within 5% of the original estimate.
- Replace light fixtures, ceiling fans, outlets, and switches under California handyman limits, referring larger electrical work to licensed contractors.
- Install shelving, TV mounts, and cabinets using stud finders and anchors, with clean finishes and no callbacks for failed mounts.
- Train two new technicians on estimating and customer communication standards.
- Photograph every repair before and after and attach the images to the invoice, which cut customer disputes to almost none.

Property Maintenance Technician Jun 2018 - Jan 2021
Equity Residential, Emeryville, CA

- Handled work orders for a 320-unit apartment community, closing routine requests within 24 hours.
- Turned over vacant units in three to four days by patching, painting, replacing flooring, and servicing appliances.
- Responded to after-hours emergencies on a rotation, including water leaks and heating failures, and documented every call.
- Reduced repeat plumbing tickets about 25% by replacing worn flappers and supply lines during routine visits.
- Inspected smoke detectors and door and window hardware during unit turns, flagging safety items to the property manager.

Pro Desk and Installation Associate Aug 2016 - May 2018
The Home Depot, Emeryville, CA

- Helped contractors and homeowners choose materials, tools, and fasteners for repair and remodeling projects.
- Scheduled installation services and followed up on work quality with customers.
- Cut materials returns on repeat contractor accounts by advising on correct quantities.

CORE SKILLS

Drywall repair | Carpentry and trim | Minor plumbing repair | Fixture and outlet replacement | Door and lock installation | Furniture and fixture assembly | Painting touch-up | Tile and grout repair | Caulking and weatherproofing | Estimating and invoicing | Power and hand tools | Lead-safe work practices | Customer communication

EDUCATION

Certificate of Achievement in Construction Technology, Laney College, Oakland, CA

CERTIFICATIONS

EPA Lead-Safe Certified Renovator (RRP) | OSHA 10-Hour Construction | CPR and First Aid