JULIAN MERCER

MAINTENANCE TECHNICIAN

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PROFESSIONAL SUMMARY

EPA-certified Maintenance Technician with 8+ years across multifamily communities, covering HVAC, plumbing, electrical, and make-ready turns. Closes work orders quickly, keeps equipment running through preventive maintenance, and handles on-call emergencies calmly.

PROFESSIONAL EXPERIENCE

Maintenance Supervisor Feb 2023 - Present
Greystar, Austin, TX

- Direct two technicians and a porter across a 312-unit community, assigning about 90 work orders a week and reviewing completed repairs.
- Brought average work order completion time from 3.1 days to 1.8 days by batching tickets by building and stocking common parts on the cart.
- Cut unit turn time from 9 to 6 days by scheduling paint, flooring, and cleaning vendors back to back and inspecting each stage.
- Built a preventive maintenance calendar for boilers, water heaters, and rooftop units that reduced after-hours HVAC calls by about a third.
- Manage a monthly repair budget of roughly $28,000 and tracked spend by trade to avoid overruns.
- Interview and onboard maintenance candidates with a hands-on skills check, filling two open positions within three weeks.

Maintenance Technician May 2020 - Jan 2023

- Diagnosed and repaired split systems, recharged refrigerant to spec, and replaced capacitors, contactors, and condensate switches.
- Handled emergency calls for water leaks and no-heat situations, restoring service in under four hours on most calls.
- Replaced GFCI outlets, ceiling fans, and breaker panels safely under lockout procedures with no safety incidents.
- Performed annual inspections of fire extinguishers and smoke detectors, documenting each unit for the insurance audit.

Maintenance Technician Jun 2018 - Apr 2020
Camden Property Trust, Round Rock, TX

- Completed make-ready on 25 units a month, including drywall patching, appliance swaps, and fixture replacements.
- Serviced a community pool and spa, keeping chemistry within health department limits on every inspection.
- Logged parts and labor in Yardi so the manager could see repeat repairs and decide on replacements.

CORE SKILLS

HVAC diagnosis and repair | Refrigerant handling | Plumbing repair | Electrical troubleshooting | Appliance repair | Make-ready turns | Preventive maintenance planning | Drywall and painting | Pool and spa care | Yardi and work order software | Lockout/tagout | Vendor coordination | Budget tracking

EDUCATION

Certificate in HVAC Technology, Austin Community College, Austin, TX

CERTIFICATIONS

EPA Section 608 Universal Certification | Certified Pool & Spa Operator (CPO), Pool & Hot Tub Alliance | OSHA 10-Hour General Industry