Odalric Fenstermacher

Appliance Repair Technician

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SUMMARY

Appliance repair technician with 7 years of in-home service on laundry, refrigeration and cooking appliances, EPA 608 Type II certified and factory-authorized for Whirlpool and Samsung warranty work. Runs 7-9 calls a day and holds an 86% first-visit completion rate by pre-ordering parts from model and fault history.

EXPERIENCE

Appliance Service Technician — Kestrelmoor Appliance Service

Raleigh, NC · Apr 2022 – Present

- Complete 7-9 in-home repair calls a day on washers, dryers, refrigerators, dishwashers and ranges across a 35-mile Wake County route.
- Raised first-visit completion from 71% to 86% in 14 months by reviewing model numbers and fault descriptions the night before and loading likely parts.
- Handle 120+ factory warranty claims a quarter for Whirlpool and Samsung, with a claim rejection rate under 2% thanks to complete photo and serial documentation.
- Diagnosed and repaired 40+ sealed-system faults a year on refrigerators, including compressor swaps and leak repairs under EPA 608 Type II rules.

Appliance Repair Technician — Dunmorrow Appliance Works

Durham, NC · Jun 2019 – Mar 2022

- Repaired 1,400+ residential appliances over 3 years, focusing on front-load washers, gas dryers and electric ranges.
- Replaced control boards only after testing inputs with a multimeter, cutting unneeded board orders by about 30% in the shop's parts budget.
- Kept a customer satisfaction average of 4.8 out of 5 across 600+ post-visit surveys.

SKILLS

Diagnostics: Wiring diagrams, multimeter and amp-clamp testing, control board input checks, error code analysis

Appliances: Front- and top-load washers, gas and electric dryers, refrigerators, dishwashers, ranges, microwaves

Brands: Whirlpool, Maytag, Samsung, LG, GE, Frigidaire, Bosch

Tools and systems: Refrigerant recovery equipment, manometers, ServiceBench, ServicePower, mobile dispatch apps

CERTIFICATIONS

EPA 608 Type II, 2020

Whirlpool Factory Authorized Service, 2022

Samsung Certified Technician, 2023

EDUCATION

Appliance Repair Certificate, Wake Technical Community College, 2019

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