

Collin A. Thomas

Saint Louis Park, MN | Open to Remote, Hybrid, or Relocation Opportunities • Available for Full-Time, Part-Time, Seasonal, or Contract Roles • Compensation flexible based on role and scope.

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Target Roles / Career Note:

Technical Support Specialist • Remote Field Service Support • Product Support Technician • Building Systems Support Specialist • Equipment Support Advisor • Service Coordinator / Dispatch • Remote Technical Sales Support (operations)

Availability Note:

Seeking a structured schedule (no after-hours on-call or frequent last-minute overtime). Available to start following the interview process. After years in demanding, on-call environments, I took time to reset and realign toward more sustainable, structured roles. With a strong multi-trade maintenance background, I've supported coordination, operations, and customer-facing work alongside hands-on responsibilities, making this a natural transition. I continue hands on technical work through personal project outside of a normal job/ work, kept separate and never affecting my availability or focus.

I'm passionate about hobbies, family & friends, people, learning, mental and physical health, nature,, community involvement, science, math, technology, music, innovation, self care, gratitude, minimalism & etc.

Operations and building systems specialist

with 10+ years of experience blending hands

on technical expertise, operational coordination, and entrepreneurial problem solving with strong sales, merchandising, and customer service skills. Since a teenager into my adult career journey i had a strong drive to learn and gain all aspects of how businesses and companies run. Intentionally built my full time career with deep passion that lead me to be overly challenged and competent to learn skills on delivering technical service across mechanical infrastructure, HVAC, electrical, plumbing, and building automation systems for multi site portfolios including multifamily, hospitality, health clubs, warranty and commercial facilities I grew up around a close family's international appliance business, which built a strong service mindset and hands on foundation in warehouse operations, sales, and customer engagement, helping me improve customer satisfaction and drive repeat business throughout my career.. Skilled in vendor coordination, CMMS work order management, preventive maintenance, root cause diagnostics, and translating complex technical issues into operational improvements. I bring a calm, analytical approach, continuous improvement mindset, and collaborative style focused on delivering measurable value and long term operational impact. Love to see people succeed and grow!

"Give me six hours to chop down a tree and I will spend the first four sharpening the axe."- Abraham Lincoln

CORE SKILLS Service Coordination & Dispatch Operations Vendor & Contractor Management Technical Customer Support Equipment Diagnostics & Troubleshooting Preventive Maintenance Program Development CMMS Work Order Systems Operational Workflow Optimization Root Cause Failure Analysis HVAC Systems & Mechanical Equipment Electrical Systems & Controls Plumbing Infrastructure Building Automation Systems PLC Exposure & Controls Troubleshooting Boiler & Combustion System Diagnostics Equipment Installation & Commissioning Support Combustion Systems Analysis Fuel-to-Air Ratio Optimization Carbon Monoxide & Emissions Diagnostics Energy Conversion Efficiency EPA Compliance Awareness System Performance Verification	SALES & CUSTOMER STRATEGY Consultative Selling Needs Discovery & Customer Profiling Value Based Sales Communication Anchoring & Price Framing Budget Alignment & ROI Conversations Objection Handling & Solution Reframing Cross Selling & Upselling Strategies Relationship-Based Customer Retention OPERATIONAL SYSTEMS & CAPITAL ASSET EXPOSURE Experience supporting mechanical infrastructure and facility systems within multi-site residential portfolios, hospitality environments, and large commercial fitness facilities including: • HVAC systems and rooftop units • Boiler systems and combustion equipment • Electrical infrastructure and lighting systems • Plumbing systems and pumps • Building automation and control systems • Commercial appliances and mechanical equipment • Pool and aquatic mechanical systems • Preventive maintenance programs supporting large capital assets
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CMMS : Technical & IT Skills - Familiar with computer systems from beginner setups to advanced CPUs including hardware, OS installation, upgrades, and troubleshooting. Experienced with CMMS work orders, preventive maintenance, asset tracking, and reporting. Facility & Building Management Software integration: HVAC, plumbing, electrical, and automation systems. Dispatch & scheduling platforms: technician workflow optimization and service coordination. Business productivity tools: Microsoft 365 (Word, Excel, Outlook, Teams), Google Workspace, and project tracking software. Computer & network configuration: permissions, software compatibility, and security. Technical support & troubleshooting: diagnosing conflicts, performing updates, and maintaining system integrity. Automation & controls exposure: PLC software, SCADA interfaces, and commissioning support.

PROFESSIONAL EXPERIENCE

Lead Roving Service Technician & Supervisor

Multi-Site Residential Portfolio — Minneapolis, MN | 2022–2025

Provided technical service across multiple multifamily properties, supporting building infrastructure for hundreds of residential units. Diagnosed and repaired HVAC, appliances, plumbing, and electrical systems while coordinating vendors, site access, and parts logistics. Served as the technical point of contact between residents, property management, and contractors, conducting root cause diagnostics to prevent recurring issues and documenting service activity through CMMS systems. This role capped a decade of hands on, multi trade experience, marking a reflective milestone in my maintenance career..

Facilities Engineer / Operations Support

Life Time Fitness — Bloomington, MN | 2023–2025

Maintained and optimized HVAC plants, boilers, pumps, and electrical systems while supporting building automation monitoring and system alarms. Assisted vendor installations, mechanical commissioning, and remodel projects, including capital expenditure planning, bidding, and asset management for club renovations with an unlimited spending budget. Played a key role in onboarding a new management team where none previously existed, guiding operations, vendor coordination, and day to day facilities support. Performed preventive maintenance across mechanical rooms and operational systems, ensuring safety, reliability, and seamless member experience.

Maintenance Manager / Technician

IHG Hotels & Extended Stay American (bloomington) — Saint Paul & Woodbury holiday inn, MN | 2018–2023

Managed day to day maintenance operations across hotel properties, performing hands on installation, repair, and troubleshooting of HVAC systems, boilers, plumbing, electrical components, and appliances. Served as the first point of contact for emergency service requests 24/7, ensuring minimal disruption to guest experience and building operations. Conducted root-cause analysis and implemented preventive maintenance programs to improve system reliability and efficiency. Leveraged multi trade expertise to optimize workflows, coordinate with vendors, and train or guide junior staff when needed. Integrated lessons from previous multi family, roving maintenance, and industrial experiences to streamline processes, maintain safety standards, and support long term operational goals. Actively pursued certifications and skill development in HVAC and appliance technologies to enhance technical expertise and career growth potential.

Maintenance field specialist The “Trade School” Opportunity) *Times Ventures Corporation – Minneapolis, MN | Jan 2015 – Dec 2017 (On-Call Service Rotations)*

From associate college studies in post-secondary civil engineering, My first multi-trade experience leveraged a portfolio of eight multi family properties as a “living lab” to master differences between legacy and modern building construction, hardware systems, and multiple trades and services. This company provided comprehensive training aligned with my career goals, and I was brought on as a chemistry hire with an intentional development agreement. I worked directly with owners, the CEO, shareholders, and primarily assisted the Operations Regional Manager in coordinating cross trade workflows with vendors, property turnovers, and multifamily project tasks often handled internally by the family owned business. In a roving maintenance capacity, I was entrusted with keys to all properties, performing hands-on repairs, preventative maintenance, and troubleshooting across HVAC, plumbing, electrical, appliances, and general building systems, gaining experience in independent problem-solving, vendor coordination, and operational accountability.

Appliance Parts Refurbishment Specialist / Installer

Appliance Depot — Inver Grove Heights, MN | 2013–2014 US / UK family business 2000-2023

From post-secondary studies in civil engineering, performed appliance installations and operational testing while diagnosing and repairing mechanical and electrical faults to restore safe operation. Managed warehouse operations, recycling appliances and salvaging parts for refurbishing, maintaining inventory efficiently in the mornings. In the afternoons, completed home appliance installations, ensuring timely and safe setup for customers while building trust and repeat business. Worked with a wide range of appliances, including washers, dryers, ovens, refrigerators, ice makers, microwaves, and HVAC units. Utilized hand tools, multimeters, appliance repair tools, pallet jacks, and lifts, while performing preventive maintenance tasks such as cleaning coils and testing systems to ensure reliable performance. This hands-on experience in troubleshooting, repair, and operational workflow laid the foundation for technical mastery and reliability practices carried through all subsequent roles.

Construction & Landscaping Assistant

Divine Stone Works / Steels Landscaping — On & Off | April 2011–2013

From associate college studies in post-secondary civil engineering, I took a break from school to assist with concrete pouring, brickwork, stone installation, demos, and landscaping projects on residential and commercial sites, ranging from modest homes to multi million-dollar properties. I gained hands-on experience in construction, project execution, and safely managing client interactions while developing a practical understanding of trades, site workflow, vendor coordination, homeowner insurance processes, and project logistics. I also engaged in door to door sales, securing projects that directly contributed to revenue growth and client satisfaction. I balanced flexible full time and part time schedules while exploring potential business ventures, expanding career goals and entrepreneurial interests, and building a foundation of technical skill, problem solving, and work ethic that informed my future blue collar and operational roles. My work included operating machinery, loading and driving trailers and trucks to project sites, adapting to weather conditions, and performing snow removal, providing hands on support and a practical understanding of construction site operations.

Technical Sales & Consultative Product Support – Retail Technical Environments

Trade Home Shoes | Batteries Plus | Northern Tool | 2015–Present

Building on a 10 year mindset of blending blue-collar hands-on expertise with white-collar operational thinking, I have focused on consultative sales and technical product support in retail environments. Using discovery questions, value-based selling, and anchoring techniques, I guide customers to budget-aligned purchasing decisions that emphasize reliability and long-term performance. I assist with tools, batteries, power equipment, and technical products, building trust and repeat business through product knowledge and professional guidance. Additionally, I support inventory management and merchandising strategies, ensuring operational efficiency and consistent customer satisfaction.

Warehouse & Technical Assistant

Bell Industries — Eagan, MN | 2014–2015

Supported warehouse and technical operations for a wholesale industrial parts and service business, including equipment handling, parts staging, and stock control. Managed shipping, receiving, and parts inventory to maintain accurate supply and support operational flow. Assisted technicians with preparing, staging, and organizing equipment for repair, ensuring compliance with OSHA and safety standards.

EDUCATION & TRAINING • Inver Hills Community College Associate of Arts (A.A.), (for post civil engineering) — 2008–2011 Participated in the school employment program, working two on-campus jobs • Simley Senior High School — High School Diploma, 2004–2008 Involved in sports and school band • Dakota County Technical College — Low Pressure Boiler Special Course, May 2024–June 2024) 2 years hands on with a low pressure boiler • (Engineering & Computer Science Coursework) Allen Bradley Studio 500 Autodesk Fusion 360 - CAD Design (Active Study) / <i>Computers, Coding, Master with AI</i> • Inbound sales - Hub spot academy. • Business communication - coursera • Google project management certification - in progress ☐ Beer line cleaning Cert. ☐ EPA	CERTIFICATIONS • Appliance Repair (Electric) • CPO certified pool operator (2023) • CPR AED certified • General Maintenance Tech • OSHA 10 Certification • Basic Plumbing/Electrical • HVAC/R • Commercial Kitchen Equipment Maintenance • Maintenance & reliability best practices • Dementia Care or Alzheimer’s Awareness → Strong work ethic with ability to balance multiple responsibilities → Experience working both independently and as part of a team → Adaptable and quick to learn new systems and processes → Motivated to transition into operations, coordination, and leadership roles
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Additional Information & Availability

I am available to begin within one to two weeks of hire and open to relocation within the United States or internationally. I am an operations specialist focused on reducing costs, improving workflow efficiency, and implementing practical solutions in small and mid-size organizations. If this profile aligns with your needs, I welcome a conversation to discuss how I can contribute to your team, including opportunities to reduce operational bottlenecks, implement low cost automation tools, and improve documentation and knowledge

systems. Authorized to work in the U.S. without sponsorship, and open to direct hire roles only. Resume provided for employment evaluation purposes only. - Thanks.