



MARK SAMPOGNA

EDUCATION

St. Francis Xavier
2000 – 2004
High School Diploma

TRAINING

WHMIS
Working at Heights/Fall Protection
Aerial Work Platform/Scissor Lift Certification
Propane in Construction under 400,000 BTU Certification
Skid Steer Operator Certification

WORK EXPERIENCE

Marydel Homes **Nov. 2020-Current**

Customer Service Technician

- Review, assess, repair and document PDI deficiencies.
- Machine Operator- Skid Steer.
- General Carpentry (e.g., framing,). Finish Carpentry (e.g., trim, baseboards, interior doors).
- Drywall and taping repairs.
- Investigate possible problems and manage solutions accordingly.
- Responsible for communications regarding homeowner's concerns and/or questions.

Montevallo Developments Limited **Feb. 2010-Nov. 2020**

Customer Service Technician

- Review, assess, repair and document PDI deficiencies.
- General Carpentry (e.g., framing). Finish Carpentry (e.g., trim, baseboards, interior doors).
- Investigate possible problems and manage solutions accordingly.
- Determine tools and equipment needed for individual home repairs.
- Collaborating with building inspectors and trades' personnel during rough-in and final inspections.
- Responsible for communications regarding homeowner's concerns and/or questions.
- Assist site supervisor with daily activities.
- Prepare grading, footings, and elevations for pre-construction.

Brock Windows & Doors LTD. **April 2006-Jan. 2010**
Installer

- Professionally installed windows and doors on new construction and residential homes.
 - Performed warranty work as needed by customers.
 - Diagnose, troubleshoot and resolve installation issues.
 - Keep work areas safe and free of debris.
 - Maintained, set up and operated hand and power tool equipment.
- References available upon request.

OBJECTIVE

Experienced and accomplished Customer Service Technician with 12 years of experience with residential and high-rise buildings. Seeking an opportunity to highlight current skills and develop additional further knowledge to make an impact.

SKILLS

Extensive knowledge of Tarion performance guidelines.

Skid Steer Operator

Operate aerial work platform/scissor lift

Proficient using hand and power tools.

Team player, efficient and reliable

Excellent communication, interpersonal and problem-solving skills.

Ability to work under pressure.

CONTACT

PHONE:
647-668-4895

EMAIL:
mark.sampogna@gmail.com

References available upon request.