



Jamell Stephens

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PROFESSIONAL SUMMARY

Hardworking and passionate job seeker with strong organizational skills eager to secure an entry-level IT position. Ready to help team achieve company goals.

SKILLS

- Onsite Installations
- Power Plant Equipment
- Regulatory Standards
- Records Accuracy
- Organizational Skills
- Computer Hardware Knowledge
- Microsoft Windows and Office
- Resolving Problems and Incidents
- Customer Communication and Empathy
- Critical Thinking
- Active Listening

WORK HISTORY

EQUIPMENT TECHNICIAN

11/2021 to CURRENT

City Of Houston Public Works | Houston, TX

- Troubleshoot equipment failures and remedied problems to restore functionality.
- Performed frequent inspections of company equipment and corrected malfunctioning equipment.
- Evaluated facilities equipment and interpreted data.
- Understood and read technical manuals and blueprints.
- Maintained documentation of equipment maintenance tasks, new installations and repair procedures.
- Complied with company policies, safety requirements and best practices to protect people, equipment and operations.
- Repaired or replaced defective parts using hand tools, milling and woodworking machines and power tools.

WATER SERVICE INSPECTOR

02/2020 to 11/2021

City Of Houston Public Works | Houston, Texas

- Cut openings in structures to accommodate pipes and pipe fittings.
- Communicated with customers to provide recommendations on repairs, determine project estimation costs and define project completion dates.
- Measured, threaded and cut materials to correct angles.
- Inspected sewers and piping systems to assess quality and condition.
- Drilled holed into parts of existing structures to complete piping meeting applicable codes.
- Removed old equipment from customers' homes and cleaned up areas to prepare for new installations.

WATER OPERATOR

11/2018 to 09/2019

Hydro Tech Utilities | Spring, Texas

- Disinfected water with chemicals such as ammonia and chlorine in exact concentrations.
- Collected water samples to test alkalinity, hardness and residual levels.
- Adhered to EPA and OSHA regulations.
- Recorded operational data, personnel attendance or meter and gauge readings on specified forms.
- Used hand tools and power tools to maintain, repair and lubricate equipment.
- Delivered services to customer locations within specific timeframes.
- Carried out day-to-day duties accurately and efficiently.
- Developed and maintained courteous and effective working relationships.

METER TECHNICIAN

11/2017 to 11/2018

City Of Cleveland | Cleveland, Ohio

- Checked accuracy of meters against previous data and kept detailed reports of inconsistencies.
- Repaired non-functioning meters and tested to verify operational status.
- Visited meters daily and kept detailed informational records.
- Answered questions regarding meter readings and deescalated situations regarding tickets or other information.
- Connected newly installed meters at locations.

RECREATION INSTRUCTOR II

01/2012 to 11/2017

City Of Cleveland | Cleveland, OH

- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Used coordination and planning skills to achieve results according to schedule.
- Handled calls to address customer inquiries and concerns.
- Developed and maintained courteous and effective working relationships.
- Participated in team-building activities to enhance working relationships.
- Prepared variety of different written communications, reports and documents.

EDUCATION

High School Diploma

James Ford Rhodes, Cleveland, Ohio

No Degree | Information Technology

Metrix Learning, Online

Skillsoft Training Courses