

Isaac Neal

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SUMMARY

RV Service Technician with eight years of hands on experience diagnosing, repairing, maintaining, inspecting, and preparing recreational vehicles for **customer delivery**. Work covers Class A, Class C, fifth wheel, and travel trailer units, including 12 volt and 120 volt electrical circuits, appliances, plumbing, carpentry, construction, and coach components. Uses wiring diagrams, multimeters, **technical manuals**, inspection procedures, and service documentation to identify root causes and complete dependable repairs. Manages complex repair orders independently in **flat rate** shop environments, documents parts and materials, coordinates **factory approvals**, and supports warranty reimbursement. Clear customer walk throughs, accurate updates, orderly work areas, and safe lifting practices help protect quality and trust. Brings senior level judgment, technician mentoring, and customer focused service that supports efficient shop operations and reliable vehicle delivery.

EXPERIENCE

Senior RV Service Technician

January 2023 - Present

Desert Trail Coachworks

Mesa, Arizona

Leads complex diagnostic, repair, installation, inspection, warranty, and delivery work across motorized and towable recreational vehicles. Supports service advisors, parts staff, warranty personnel, customers, and developing technicians while balancing flat rate priorities and quality standards.

- Diagnosed Class A and fifth wheel **electrical** faults with diagrams and meters, reducing repeat troubleshooting.
- Completed **appliance**, plumbing, **carpentry**, and coach repairs across motorized units, restoring delivery readiness.
- Installed power, appliance, **plumbing**, and interior accessories, verifying safe routing and dependable operation.
- Prepared factory approval packages with test evidence, parts usage, and **repair** details for warranty reimbursement.
- Performed pre delivery inspections and customer demonstrations, clarifying controls, utilities, appliances, and care requirements.
- Mentored developing technicians on **diagnostic** sequencing, safe lifting, confined spaces, and final repair verification.

RV Service Technician

May 2020 - December 2022

Canyon State RV Repair

Chandler, Arizona

Managed multi system repair orders for towable and motorized RVs, combining diagnostic testing, **component replacement**, **accessory installation**, documentation, and customer readiness checks. Coordinated technical questions across service, parts, warranty, and factory contacts while maintaining safe, orderly shop operations.

- Diagnosed towable and motorized failures before replacement, improving repair accuracy and service record quality.
- Repaired pumps, fixtures, cabinetry, trim, appliances, converters, panels, lighting, and related coach components.
- Interpreted schematics and service literature, giving factory contacts concise test results for technical decisions.
- Installed requested accessories and replacement **components**, completing operational checks before customer return.
- Tracked **materials**, **parts**, and equipment against repair orders, improving handoffs among shop personnel.
- Maintained orderly bays through PPE, **chemical handling**, lifting, ladder, electrical, and confined space practices.

Junior RV Service Technician

October 2018 - April 2020

Sonoran Mobile RV Care

Gilbert, Arizona

Built foundational RV service capability through supervised and increasingly independent maintenance, **inspection**, diagnostic, and repair assignments. Supported pre delivery readiness, customer communication, service documentation, and safe work practices across common electrical, plumbing, appliance, and interior systems.

- Completed pre delivery checklists, identifying leaks, appliance faults, loose hardware, finish damage, and electrical concerns.
- Diagnosed routine **12 volt**, plumbing, appliance, and interior issues with manuals, **diagrams**, and test equipment.
- Performed **preventive maintenance** and component replacements, protecting finishes and confirming operation after reassembly.
- Recorded labor, materials, conditions, and unresolved concerns, giving advisors clear follow up information.
- Explained basic system operation and maintenance during customer walk throughs under senior technician guidance.
- Applied safe **lifting**, ladder, **chemical handling**, and clean work practices during field service assignments.

PROJECTS

RV Delivery Readiness Program 📅 2024

Created a repeatable inspection and customer demonstration workflow for complex recreational vehicles, improving issue visibility before pickup and giving owners clearer guidance on controls, utilities, appliances, and routine care.

Warranty Documentation Improvement 📅 2023

Refined repair evidence and parts documentation for factory approval requests, helping service personnel submit clearer warranty files and maintain stronger connections between diagnostics, labor, materials, and reimbursement.

LEADERSHIP & AWARDS

- Recognized by service leadership for dependable completion of complex RV repair orders and customer delivery preparation.
- Selected to mentor developing technicians on diagnostic sequencing, safe work practices, and final repair verification.
- Earned customer trust through clear vehicle demonstrations and practical maintenance guidance after service completion.

EDUCATION

Associate of Applied Science in Automotive Technology

Mesa Community College GPA: 3.5

2018

Mesa, Arizona

Coursework: Automotive electrical systems, engine fundamentals, service diagnostics, safety procedures

CERTIFICATIONS

- ASE Automobile and Light Truck Certification 2022
- RV Technical Institute Level 2 Technician Training 2024
- Valid Arizona Driver's License 2024

TECHNICAL SKILLS

- RV Electrical Systems: 12 volt circuits, 120 volt circuits, wiring diagrams
- Diagnostic Equipment: Digital multimeters, circuit testers, component testing
- RV Appliances: Refrigerators, water heaters, furnaces
- Plumbing Systems: Water pumps, fixtures, fresh water systems
- Carpentry Repairs: Cabinetry, trim, interior components
- RV Construction: Class A coaches, Class C coaches, fifth wheels
- Inspection Procedures: Pre delivery inspections, repair checklists, operational checks
- Warranty Administration: Factory approvals, reimbursement files, repair authorization
- Installation Services: Accessory installation, component replacement, system upgrades
- Shop Safety: PPE, chemical handling, safe lifting, ladder safety

SKILLS

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|----------------------|---------------------------|--------------------------|--------------------------|
| • RV diagnostics | • Carpentry | • Factory approvals | • Multimeter testing |
| • Electrical systems | • RV construction | • Accessory installation | • Preventive maintenance |
| • Appliance repair | • Pre delivery inspection | • Technical manuals | • Customer walk throughs |
| • Plumbing repair | • Warranty documentation | • Wiring diagrams | |

PROFESSIONAL AFFILIATIONS

- ASE professional technician community participant since 2022, maintaining current automotive service knowledge.
- RV Technical Institute learning community participant, applying Level 2 training across recreational vehicle systems.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST