

STEVEN A. BROWN

Aberdeen, MD • 443-752-2249 • sbrown2232@gmail.com

PROFESSIONAL SUMMARY

Motivated and dependable professional seeking an HVAC apprenticeship to build a long-term career in the skilled trades. Brings hands-on installation experience, field service and route-management experience, technical troubleshooting, strong customer service, and a proven work ethic. Experienced in physically demanding environments, learning from experienced professionals, following procedures, and delivering quality work. Eager to develop professional HVAC skills and contribute as a reliable member of a skilled trade team.

CORE SKILLS

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|--------------------------|------------------------------|-----------------------------|-----------------------|
| • Hands-on installation | • Demolition & job-site work | • Technical troubleshooting | • Field service |
| • Fire & safety products | • Customer service | • Problem solving | • Attention to detail |
| • Team leadership | • Time management | • Route management | • Physical work |

PROFESSIONAL EXPERIENCE

Libs Grill — Bel Air, MD | Server

February 2026–Present

- Provide hands-on customer service in a fast-paced work environment.
- Maintain professionalism, attention to detail, and teamwork while managing multiple responsibilities.

Cintas — Baltimore, MD | Service Sales Representative

May 2023–December 2025

- Managed a daily delivery route for uniforms, mats, and facility supplies.
- Worked directly with customers at commercial facilities and maintained professional relationships.
- Recommended facility, fire, and safety products based on customer needs.
- Built strong time-management, organization, and problem-solving skills while working independently in the field.

Top Notch Flooring America — Bel Air, MD | Flooring Installation Specialist

August 2020–May 2023

- Installed vinyl, laminate, and engineered hardwood flooring.
- Performed demolition and removal of existing flooring.
- Worked in physically demanding environments requiring attention to detail and quality workmanship.
- Followed installation procedures to complete projects properly and efficiently.

Go Ape Fitness — Forest Hill, MD | Personal Trainer

March 2021–March 2024

- Trained youth athletes ages 7–18 and adults, emphasizing proper technique and safety.
- Adapted instruction to individual needs and maintained a safety-focused environment.

Libs Grill — Perry Hall / Maple Lawn, MD | Manager / Food Runner

November 2017–December 2020

- Worked in a fast-paced environment while maintaining quality, consistency, teamwork, and efficient operations.

Verizon Wireless — Towson, MD | Client Solutions Specialist

August 2015–June 2017

- Provided technical support and troubleshooting assistance and worked toward effective solutions.
- Earned the Southeast NPS Annual Customer Service Award.

EDUCATION

Harford Community College — Bel Air, MD | Sports Medicine, 2008–2010

Fallston High School — Fallston, MD | High School Diploma, 2008

AWARDS

Bravo Award — Exemplary Customer Service • Bravo Award — Team Leadership • Southeast NPS Annual Customer Service Award, Verizon Wireless