

MICHAEL RAO

Salisbury, MD • (410) 603-3685 • raobrian05@gmail.com

PROFESSIONAL SUMMARY

Dependable and motivated professional with experience in customer service, cash handling, communication, and design applications. Currently completing the first year of an HVAC apprenticeship program through W.O.R.-WIC, with a strong interest in developing hands-on technical skills and building a career in the skilled trades.

SKILLS

- Customer Service
- Cash Handling
- Communication
- Bilingual: English & Chinese
- Computer-Aided Design (CAD)
- Graphic Design
- Adobe Creative Software
- Teamwork & Collaboration
- Time Management

EXPERIENCE

Expeditor | China Express — *Salisbury, MD*

- Provided friendly and efficient customer service in a fast-paced restaurant environment.
- Accurately handled cash and processed customer transactions.
- Communicated with customers and coworkers to ensure orders were prepared and delivered efficiently.
- Maintained an organized and clean work area while following company procedures.

EDUCATION & TRAINING

W.O.R.-WIC HVAC Apprenticeship Program — *Class of 2030 | First-Year Apprentice*

- Currently completing the first year of an HVAC apprenticeship program.
- Developing foundational knowledge and hands-on skills related to heating, ventilation, and air conditioning.

James M. Bennett High School | Salisbury, MD — *Class of 2025*

- Advanced Design Applications
- Advanced Technology 3
- Honors Chemistry
- Introduction to Marketing
- Graphic Arts