

ABDIEL “JESSE” MATA

HVAC SALES TECHNICIAN | COMFORT ADVISOR

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PROFESSIONAL SUMMARY

EPA Universal Certified HVAC Sales Technician and Comfort Advisor with 15+ years of residential HVAC experience across business ownership, installation, service, diagnostics, system replacement, and consultative sales. Completed 3,000+ residential HVAC service calls and sold hundreds of repair and replacement solutions by combining technical expertise, honest recommendations, and clear customer education.

ServiceTitan experience, along with ServiceM8, QuickBooks, CRM platforms, and field-service tools used for scheduling, dispatching, estimating, invoicing, and customer communication. Experienced servicing and recommending solutions for all major residential HVAC equipment brands.

CAREER HIGHLIGHTS

15+ YEARS Residential HVAC experience	3,000+ Residential service calls	\$350–\$450 Average service ticket
UP TO 90% Close rate on qualified opportunities	≈98% Customer satisfaction	4.8 STARS 44 Google reviews

CORE COMPETENCIES

HVAC Sales • Comfort Advising • Consultative Sales • Residential Diagnostics • Customer Education • Repair & Replacement Options • System Replacement • Preventive Maintenance • Electrical, Refrigeration & Airflow Diagnostics • Indoor Air Quality • Estimating • ServiceTitan • CRM • Business Operations

PROFESSIONAL EXPERIENCE

KINGO SERVICES HEATING AND COOLING | September 2017–Present | Greater Houston Area
Owner | HVAC Sales and Service Technician

- Completed 3,000+ residential HVAC service calls, diagnosing air-conditioning, heating, electrical, refrigeration, and airflow problems across all major residential brands.
- Presented repair, maintenance, indoor-air-quality, and replacement options based on system condition, comfort needs, reliability, efficiency, budget, and long-term value.
- Sold hundreds of repair and replacement solutions; maintained a \$350–\$450 average service ticket and achieved close rates of up to 90% on qualified opportunities.
- Maintained approximately 98% customer satisfaction and earned a 4.8-star Google rating across 44 customer reviews through honest diagnostics and consultative recommendations.
- Performed preventive maintenance, troubleshooting, repairs, equipment replacements, and complete residential system change-outs.
- Managed scheduling, dispatching, estimating, customer communication, invoicing, payment collection, marketing, and daily field operations.
- Used ServiceTitan, ServiceM8, QuickBooks, and multiple CRM and business-management platforms to manage service calls and operations.
- Serviced Carrier, Trane, Lennox, Goodman, Rheem, Ruud, American Standard, York, ICP, and other major residential HVAC brands.

PROFESSIONAL EXPERIENCE — CONTINUED

ROYAL AIR | 2014–2016 | Greater Houston Area

HVAC Service and Sales Technician

- Diagnosed residential air-conditioning and heating problems and presented clear repair and replacement options to homeowners.
- Sold repairs, maintenance services, and replacement systems while helping customers compare comfort, reliability, condition, and budget.
- Performed preventive maintenance, troubleshooting, and equipment repairs across multiple residential HVAC brands.

RICHMOND'S AIR | 2010–2014 | Greater Houston Area

HVAC Installer

- Installed residential air-conditioning and heating equipment, including complete system replacements and change-outs.
- Completed ductwork, refrigerant piping, electrical connections, equipment setup, and startup support.
- Built strong practical knowledge of installation quality, airflow, refrigeration, electrical systems, and equipment operation.

MATA'S AC | 2008–2010 | Brownsville, Texas

Self-Employed HVAC Maintenance Technician

- Provided coil cleaning, preventive maintenance, and basic residential HVAC services while attending college.
- Developed early hands-on experience in air-conditioning systems, customer service, and small-business operations.

EDUCATION & CERTIFICATION

Houston Community College | Associate Degree, Heating, Air Conditioning, Ventilation and Refrigeration Technology | 2012–2016

EPA Universal Certification

TECHNICAL & BUSINESS SKILLS

HVAC Residential diagnostics; air conditioning; heating; refrigeration; electrical and airflow diagnostics; preventive maintenance; equipment repair; system replacement; complete change-outs; indoor air quality; customer comfort assessments

SALES & OPERATIONS Consultative HVAC sales; comfort advising; customer education; repair and replacement presentations; objection handling; estimating; scheduling and dispatching; invoicing; payment collection; customer retention; business operations

SOFTWARE ServiceTitan; ServiceM8; QuickBooks; CRM platforms; field-service management platforms; Microsoft Office; Google Workspace