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What I Do: Handyman can get things done for you

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What I Do: Handyman can get things done for you

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Kelly Rickgauer, a service technician for Mr. Handyman of Western Dane County, installs a garage door opener for a customer in Madison. STEVE APPS — State Journal

AT A GLANCE

Name: Kelly Rickgauer

Age: 44

Occupation: Service technician for Mr. Handyman of Western Dane County, 3230 University Ave.

Web: www.mrhandyman.com

Number of years on the job: 6 months**More from this section**

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I take care of anything in a house outside and inside that needs repair. I also install garage doors, ceiling fans and bathroom fans. I do basement remodels, home remodels and other large projects.

The local franchise of Mr. Handyman opened in August and I started with them at that time as service technician. I have more than 20 years of experience in general contracting as a sheet-metal journeyman. I traveled to different school districts during July and August to install new lockers before the new school year started. I also had my own business as a contractor in the Dallas-Fort Worth area for 10 years.

My dad, Chuck, was always handy and did an addition to our house that I helped with. I learned a lot from him about building and repairing things. I enjoy working with power tools and building things. Two of my favorite tools are impact drivers and the cordless saw as they are both very versatile tools and can be used for many projects.

I went into the Marines after I finished high school in the late 1980s and worked on weapon repair such as launchers and guns. Because I have the ability to repair electronics, I was called upon to repair office equipment including copiers while in the service.

In this job, I have to be able to think on my feet and solve problems that customers are presenting to me. Recently, I had a job that required replacing some tile above a bathroom sink. The homeowner had a new sink installed. Because the new sink didn't fully cover the old space, there was an area that needed to be tiled but the homeowner didn't have more of the same tile. I drained the toilet tank and removed the toilet so that I could take some of the tile from behind the tank which wouldn't be missed. The homeowner was thrilled that I thought of this option.

I'm motivated to provide the best service possible so that customers call back when they need something else repaired. For those wanting to get into this line of work, it's important to soak up as much knowledge about repairing things as you can. A lot of learning is done on the job because

every project and every home is different. I enjoy going into a home and making things better for the homeowner.

What I Do features area residents who have interesting or unique jobs. The column runs every Tuesday. To suggest someone to feature, contact Jill Carlson at jillcarlson1957@gmail.com.

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