

Alyssa Whitaker

Contents Technician

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SUMMARY

Contents technician with 3 years in contents pack-out, cleaning and storage for fire and water losses in Middle Tennessee, IICRC FSRT and OCT certified, with earlier moving and dry cleaning work. Photographs and lists every item, runs ultrasonic cleaning and ozone treatment, and handles each family's belongings with care and attention to detail.

EDUCATION

High School Diploma

05/2021

Hillsboro High School

Nashville, TN

EXPERIENCE

Contents Technician

10/2023 - Present

Music City Restoration

Nashville, TN

Restoration company with a 12,000 sq ft contents cleaning and storage warehouse.

- Manage contents pack-out from **40+** homes a year after fire and water losses, labeling every box by room.
- Track 600 to 1,500 items per job in Encircle for inventory documentation and adjuster review.
- Run ultrasonic cleaning on hard goods and ozone treatment on soft goods, saving 85% of items.
- Organize contents storage for 30 active claims with zero lost items in 3 years.

Warehouse Associate

06/2021 - 09/2023

Cumberland Moving and Storage

Nashville, TN

Local moving and storage company with 200+ storage vaults.

- Wrapped and packed furniture and fragile items for **8** moves a week with 3-person crews.
- Loaded 26-foot trucks to plan and checked items against inventory sheets at both ends.
- Tracked 200+ storage vaults in the warehouse system and pulled orders within 2 hours.
- Fielded about 25 customer calls a day on delivery windows and storage access.

Press Operator (Part-Time)

06/2019 - 05/2021

Belle Meade Cleaners

Nashville, TN

Family-owned dry cleaner with 2 locations, worked after school and on weekends.

- Finished **150** garments a shift on steam and form presses.
- Sorted incoming orders by fabric and stain type, cutting re-cleans to under 2%.
- Treated wine, grease and ink stains with approved spotting solvents before cleaning.

SKILLS

Contents Pack-Out • Inventory Documentation • Ultrasonic Cleaning • Ozone Treatment • Contents Storage • Encircle
Furniture Packing • Customer Service Skills • Attention to Detail

CERTIFICATES

Fire and Smoke Restoration Technician (FSRT)

IICRC

03/2024

Odor Control Technician (OCT)

IICRC

09/2025