

Luis Ortega

Mitigation Technician

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Summary

Mitigation technician with 2 years of water mitigation, mold remediation and emergency board up work in the Charlotte area, IICRC WRT and AMRT certified. Sets up containment, tarping and drying equipment on 24/7 calls, holds a valid driver's license and keeps homeowners updated by text and photo through each job.

Experience

Mitigation Technician 02/2025 - Present

Queen City Restoration Group Charlotte, NC

Emergency mitigation and restoration company with 9 crews in Mecklenburg and Gaston counties.

- Respond to 24/7 emergency calls on **120+** water and storm losses a year, arriving within an hour.
- Install tarping and board up on 45 storm- and fire-damaged homes, securing roofs and openings the same day.
- Build containment with negative air and HEPA vacuuming on 30 mold remediation jobs, passing every clearance test.
- Apply antimicrobial treatment after water mitigation and record moisture readings in DASH twice a day.

General Laborer 05/2023 - 01/2025

Carolina Ridge Roofing Gastonia, NC

Residential roofing and siding contractor with 3 install crews.

- Removed old shingles and underlayment on **40** roofs a season with a 5-person crew.
- Installed temporary tarps on 25 storm-damaged roofs while repairs waited on insurance approval.
- Operated nail guns, saws and lifts safely, with no recordable injuries in 2 seasons.
- Cleared job sites with rolling magnets every day, leaving yards free of nails and debris.

Education

High School Diploma 06/2022

West Charlotte High School Charlotte, NC

Skills

- Water Mitigation
- Mold Remediation
- Tarping
- Board Up
- Containment
- HEPA Vacuuming
- Antimicrobial Treatment
- DASH
- Customer Service
- Attention to Detail

Certificates

Water Damage Restoration Technician (WRT)

04/2025

IICRC

Applied Microbial Remediation Technician (AMRT)

03/2026

IICRC

OSHA 10-Hour Construction

07/2023

OSHA Training Institute
Education Center