

Vanessa Hartley

Restoration Project Manager

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SUMMARY

Restoration project manager with 10 years in water, fire and mold restoration and rebuild, managing \$6M a year in insurance claims across the Raleigh-Durham area. Owns project management from first scope to final invoice, leads 3 supervisors and 14 technicians, and handles subcontractor management for 15 trade partners.

EXPERIENCE

Restoration Project Manager 03/2021 - Present

Triangle Restoration and Rebuild Raleigh, NC

Mitigation and general contracting company with 40 staff in Wake, Durham and Johnston counties.

- Manage **\$6M** a year in mitigation and reconstruction projects, with 60-80 open jobs at a time.
- Plan construction scheduling for 25 rebuilds a year, finishing 88% by the promised date.
- Coordinate permits and inspections with 4 county offices, closing every permit on time since 2022.
- Develop 3 supervisors and 14 technicians through monthly reviews, promoting 4 to crew chief.

Restoration Supervisor 05/2018 - 02/2021

Capital City Fire and Water Durham, NC

Restoration company serving homeowners and property managers in Durham and Orange counties.

- Supervised **8** technicians on 400 water, fire and mold jobs a year.
- Wrote Xactimate estimates for jobs under \$25K and led adjuster walk-throughs.
- Cut job costing overruns from 12% to 5% by checking labor and equipment logs weekly.
- Presented monthly job status reports to the owners and 2 national carrier programs.

Lead Restoration Technician 06/2016 - 04/2018

Neuse River Restoration Cary, NC

Water and fire restoration company with 4 crews.

- Ran drying and demolition on **180** losses a year as crew lead.
- Trained 6 technicians on IICRC drying standards and moisture documentation.
- Tracked 150 pieces of drying equipment across active jobs with no losses.

SKILLS

- Project Management
- Xactimate
- Job Costing
- Construction Scheduling
- Subcontractor Management
- Insurance Claims
- Reconstruction
- Permitting
- Presentation Skills
- Communication Skills

EDUCATION

Bachelor of Science

East Carolina University
Construction Management
Greenville, NC

05/2016

CERTIFICATES

Residential General Contractor License

North Carolina Licensing Board for General Contractors

08/2021

Water Damage Restoration Technician (WRT)

IICRC

10/2016

Fire and Smoke Restoration Technician (FSRT)

IICRC

04/2018