

Kristen Albright

Restoration Supervisor

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SUMMARY Restoration supervisor with 9 years in water mitigation, fire restoration, mold remediation and construction across central Ohio. Manages 12 technicians and 3 crew chiefs, keeps safety compliance on every site, tracks job costing on large claims and holds 3 IICRC certifications plus a valid Ohio driver's license.

EDUCATION **Associate of Applied Science** 05/2017
Columbus State Community College Columbus, OH
Construction Management

EXPERIENCE **Restoration Supervisor** 01/2022 - Present
Buckeye Disaster Restoration Columbus, OH
Regional restoration company handling 600+ insurance and commercial jobs a year.

- Manage **12** technicians and 3 crew chiefs handling 600+ restoration jobs a year.
- Plan crews and equipment in DASH each morning, keeping first response under 2 hours for 98% of calls.
- Run weekly safety compliance checks on ladders, respirators and vehicles, with 0 OSHA recordables since 2023.
- Review job costing on every claim over \$10K, raising gross margin from 41% to 47%.

Lead Restoration Technician 04/2019 - 12/2021
Scioto Valley Restoration Columbus, OH
Water, fire and mold restoration company serving Franklin and Delaware counties.

- Led a 4-person crew on **250** water mitigation and fire restoration jobs a year.
- Trained 9 new hires on drying equipment, cleaning agents and PPE.
- Coordinated reconstruction trades on 30 fire losses, from demolition to final paint.
- Resolved homeowner complaints on site, keeping callbacks under 3% of jobs.

Restoration Technician 05/2017 - 03/2019
Franklin County Cleaning and Restoration Grove City, OH
Residential cleaning and restoration company with 5 service trucks.

- Removed standing water and set drying equipment on **150** residential losses a year.
- Pulled wet insulation from crawl spaces and attics on 40 jobs.
- Cleaned soot and smoke residue in 25 homes after kitchen fires.

SKILLS Water Mitigation • Fire Restoration • Mold Remediation • Construction • DASH • Job Costing
Safety Compliance • Leadership Skills • Customer Service Skills

CERTIFICATES **Water Damage Restoration Technician (WRT)**
IICRC
10/2017

Applied Structural Drying (ASD)
IICRC
06/2019

Applied Microbial Remediation Technician (AMRT)
IICRC
03/2022