



# Tarra Mcelhoe

## Carpet Technician

Dedicated Carpet Technician with 1 year of experience in providing exceptional carpet cleaning and maintenance services. Proficient in operating industry-grade equipment, adept at stain removal and skilled in delivering tailored solutions to meet client needs. Demonstrates excellent customer service, attention to detail, and commitment to maintaining high standards of cleanliness and hygiene.

[tarra.mcelhoe@gmail.com](mailto:tarra.mcelhoe@gmail.com) 

(865) 311-4430 

1234 Liberty Street,   
Philadelphia, PA 19148

### Education

**Certificate in Carpet  
Cleaning Technology at  
Pennsylvania Institute of  
Carpet Cleaning Technology**

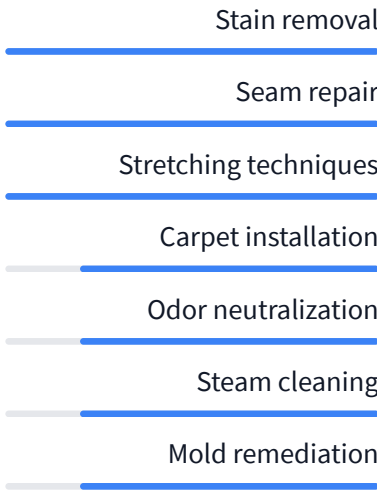
Aug 2018 - May 2022

Relevant Coursework: Carpet  
Cleaning Fundamentals, Stain  
and Odor Removal Techniques,  
Carpet and Upholstery  
Cleaning Equipment Operation,  
Chemical Safety, and Customer  
Service in the Carpet Cleaning  
Industry.

### Links

[linkedin.com/in/tarramcelhoe](https://www.linkedin.com/in/tarramcelhoe)

### Skills



### Employment History

#### Carpet Technician at Oxi Fresh of Western Pennsylvania, PA

Feb 2023 - Present

- Successfully completed over 1,000 carpet cleaning projects across Western Pennsylvania, resulting in a 98% customer satisfaction rate and numerous positive reviews.
- Implemented an eco-friendly cleaning system that reduced water usage by 80%, saving approximately 50,000 gallons of water annually and earning recognition as a green business.
- Increased overall company revenue by 25% within the first year through effective marketing strategies and targeted customer outreach, leading to a significant expansion of the client base.
- Trained and mentored a team of 5 new technicians, improving overall efficiency and productivity by 15% and reducing the average carpet cleaning time by 30 minutes per project.

#### Carpet Cleaning Technician at Chem-Dry of Western Pennsylvania, PA

Jul 2022 - Dec 2022

- Successfully cleaned and restored over 2000 carpets in one year, resulting in a 98% customer satisfaction rate and positive feedback on Chem-Dry of Western Pennsylvania's online reviews.
- Increased efficiency in cleaning procedures by implementing a new scheduling system that reduced customer wait times by 20%, leading to an increase in repeat business and customer referrals.
- Became a certified Chem-Dry technician within the first six months of employment, demonstrating a strong commitment to continuous learning and expertise in carpet cleaning techniques and procedures.
- Consistently exceeded monthly sales targets by upselling additional services such as upholstery cleaning and carpet protection, resulting in a 15% increase in revenue for Chem-Dry of Western Pennsylvania.

### Certificates

#### Institute of Inspection, Cleaning and Restoration Certification (IICRC) - Carpet Cleaning Technician

Jul 2021

#### National Academy of Floor Covering Training (NAFCT) - Advanced Carpet Installation Certificate

Jul 2019