



JULIA CRUZ

Building Consultant
Contents Consultant

[SUBMIT ASSIGNMENT](#)

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📍 Olathe, KS

EXPERIENCE

From its early days, Julia Cruz has been a contributing Building Consultant with RMC Group, bringing with her over 20 years of specialized experience in the insurance restoration industry. Her comprehensive expertise encompasses the likes of contents inventory management, medical and dental equipment consulting, and large-loss catastrophic claims oversight. During the nation's most significant disaster responses, including the World Trade Center recovery efforts and Category 5 Hurricane, Julia demonstrated exceptional project management capabilities defining her brand of keen oversight.

Throughout her career, Julia has provided seamless coordination of clean-up operations, temporary relocation logistics, and restoration services for complex large-scale losses. She specializes in evaluating medical and dental equipment, determining cost-effective repair versus replacement scenarios, and securing temporary equipment and operating spaces during restoration periods. Julia's bilingual communication skills in English and Spanish enable her to work effectively with a diverse spectrum of stakeholders, expanding her customer service capabilities across various marketplaces. With a methodical approach to multifaceted loss scenarios, combined with proactive communication of project variables and insights, Julia consistently delivers quality restoration outcomes while minimizing business interruption.

RELEVANT EXPERIENCE

- RMC Group, Building Consultant
2017 to Present
- State Farm Insurance, Account Specialist
2005 to 2007
- BELFOR, Inventory Consultant
2003 to 2004
- RCCS, Inventory Consultant
2000 to 2003

FEATURED PROJECTS

- **Wildfires, Lahina, HI - 2023**
As the principal contents consultant, Julia independently conducted a comprehensive contents inventory assessment for a wildfire damaged property involving partial contents with an estimated loss value of \$200K. Acting as the point of contact between the project and insurance stakeholders, she evaluated damaged inventory, collaborated directly with specialized vendors, and established agreed pricing to support accurate valuation and efficient claim resolution. Julia's methodical documentation and expert vendor oversight ensured defensible estimates while supporting business interruption considerations during post loss recovery.
- **Tornado, Shawnee, OK - 2023**
Called on to lead contents consulting, Julia performed a detailed assessment of specialized recreational and fitness equipment following an EF3 tornado. Resulting in a partial contents loss with an estimated value of \$1M, she worked independently to inspect damaged inventory, consult with vendors, and negotiate pricing to support accurate replacement cost determinations. Julia's disciplined approach to documentation and scope development facilitated clear communication between project activities and insurance carrier clients, ensuring timely claim resolution.
- **Hurricane Ian, Fort Myers, FL - 2022**
During the hurricane CAT response, Julia managed building consulting services across 195 locations with total estimated damages inspected exceeding \$62M. Working in collaboration with large scale response teams, she evaluated damage affecting condominium complexes and assisted living communities, ensured strict code compliance, debris removal and mitigation oversight, and researched NTE limits applying each to scope development. Her involvement supported expert budgeting control and adherence to residential disruption plans while addressing regulatory health and medical considerations across a multi site loss environment.

FEATURED PROJECTS CONTINUED

- **Tornado, Andover, KS - 2022**
Assigned to lead the inspection and assessment of inventory damages, Julia's evaluation resulted in an estimated rebuild value exceeding \$2M. After an EF3 tornado caused severe structural impact which included vehicles thrown into the facility, she independently evaluated damaged contents and coordinated vendor communications by acting as liaison between vendors and the carrier to establish agreed pricing for specialized equipment. Her hands on assessment and clear documentation supported accurate scope definition, spending limitations, and ensured efficient claim processing within a complex loss scenario thereby reducing operational disruption for the YMCA recreation complex.
- **Fire, Cleveland, OH - 2021**
Serving as senior contents consultant, Julia conducted a specialized inventory assessment for a 67,000SF medical facility impacted by fire, with medical and dental equipment estimated losses exceeding \$1.5M. She evaluated repair versus replacement scenarios for critical healthcare assets and collaborated with project stakeholders to support accurate valuation and restoration planning. The expertise that Julia brought to this project ensured alignment with operational continuity requirements while minimizing disruption to medical services.
- **Winter Storm Uri, Texas - 2021**
Throughout the winter storm recovery efforts, Julia inspected and assessed contents losses across multiple dental and medical facilities affected by freeze conditions and water intrusion. Her analysis of damages to specialized medical and dental equipment supported estimated replacement cost determinations essential to restoring clinical operations. Consistent evaluation processes and clear reporting was due to constant communication between teams of consultants, building managers, syndicates, and other stakeholders which facilitated accurate claim documentation across a multi location project.
- **Derecho, Cedar Rapids, IA - 2020**
Julia provided oversight support for a team of inventory consultants, following a significant derecho event, assessing wind and water damage to a hotel property. Having coordinated with the carrier and hotel operations management to expedite inspection efforts, she reviewed damaged inventory findings which contributed to comprehensive contents documentation. Her leadership ensured systematic evaluation and accurate reporting for this large wind event and, in addition, allowed the hotel to keep limited operations during restoration.
- **Hurricane Michael, Panama City, FL and Danville, VA - 2018**
Hurricane recovery operations across a large swath of the southeastern region was dedicated to Julia conducting contents inventory assessments across multiple properties impacted by Category 5 wind and water damage. She evaluated damaged contents throughout affected communities and supported individual restoration efforts with developed detailed documentation to support claim processing across diverse property types. Her systematic approach enabled efficient resolution across numerous loss locations within a major CAT event.
- **World Trade Center, Manhattan, NY - 2001**
As part of the World Trade Center recovery efforts, Julia provided critical contents services including pack out coordination, storage logistics, oversight of environmental hygienists' cleaning, debris removal schedules, and content return operations. She supervised multiple teams of cleaning crews and removal teams while she also managed restoration workflows during an unprecedented national disaster. This leadership and organizational oversight supported large scale recovery operations under highly sensitive conditions. .