

# ROBERT SMITH

## Body Shop Manager

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Body Shop Manager with 4 years of experience with an objective is to obtain a rewarding position as a Body Shop Manager or Estimator who will provide excellent managerial services to meet the standards of this company and our customers.

## EXPERIENCE

### Body Shop Manager

#### Fridley Auto Body - MARCH 2012 - AUGUST 2014

- Communicated with customers regarding vehicle issues and potential repairs.
- Developed and maintained strong and clear communication and rapport with insurance companies.
- Operated and managed the body shop, ordered all materials and parts needed to repair vehicles.
- Marketed the repair services, managed all accounts, made sure all vehicles were repaired back to factory standards.
- Managed all shop operations as well as managing three collision repair technicians, two Paint Technicians, three Paint Prep Technicians, and one Assistant Manager.
- Assessed, estimated, ordered parts for, and repaired the cosmetic and drove train damages to heavy trucks, vans, personal trailers, motorcycles, buses, military equipment, and passenger cars and trucks.
- Established relationships with automotive industry vendors for subcontracting glass repair, upholstery repair, and vinyl decal installation.

### Body Shop Manager

#### ABC Corp - SEPTEMBER 2010 - SEPTEMBER 2012

- Wrote estimates for walk-ins and developed good customer relationships for up-selling.
- Set schedules, ordered and verified parts, handled all supplements and dealt with all phases of a highly productive business.
- Drove sales and production within the medium/heavy duty truck market with annual department sales of \$1.9 million per year.
- Managed all aspects of customer retention, new business, department production, hiring, training, inventory control, logistics, safety compliance, facility maintenance, and vendor relations.
- Handled quotes and bids for vehicle repair, insurance billing, monitored body shop employees performance.
- Reviewed work orders with the employee prior to starting the repairs to identify any necessary corrections or supplemental items, and

ensure accurate and consistent communication.

- Supervised the maintenance and housekeeping of all production work areas and equipment.

## **EDUCATION**

- Associate Of Applied Science in Technology - 2002(St Louis - Park, MN, US )

## **SKILLS**

Sales, Troubleshooting, Billing, Job Cost Estimation, Material/parts Procurement And Inventory Control. Proficient Many Estimating Programs Which Includes; Audatex, ADP, CCC, Mitchell And Collision Masters