

# ROBERT SMITH

## Body Shop Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Body Shop Manager with 2 plus years of experience is seeking an opportunity that will utilize my skills and experience and offer career development.

### CORE COMPETENCIES

Computer Information Systems, Advanced Computer Information Systems, Office Administration, Word Processing, Windows 98, 2000, XP, ME, 7, 8 WordPerfect 6.1, Microsoft Office 2000, Touch Method Of Desktop, Calculator, Microsoft Vista, ADP, SAP, CCC ONE

### PROFESSIONAL EXPERIENCE

#### Body Shop Manager

**Strosnider Chevrolet - December 2015 – June 2016**

#### Key Deliverables:

- Opened the repair orders once received from insurance company and customer.
- Worked with insurance adjusters and assisted customers with filing insurance claims and maintained contact with customers and insurance agencies.
- Provided customers with accurate cost estimates and addressed customer complaints in a professional manner.
- Inspected vehicles after work were performed prior to customer pickup and ensured that all vehicles were properly cleaned after work was completed.
- Ensured that manufacturing specifications were followed to keep warranties valid and reviewed part repairs and maintained shop records of replacement parts ordered.
- Wrote estimates, scheduled appointments, billing, scheduled rentals, tore down vehicles, worked with direct repair insurance companies as well as nondirect repairs insurance companies.
- Worked with independent appraisers and fleet companies.

#### Body Shop Manager

**ABC Corp - January 2014 – October 2015**

#### Key Deliverables:

- Prepared estimates for auto and heavy truck repairs worked closely with insurance companies regarding claims and negotiations.
- Met with customers to observe the vehicular damage.
- Determined the proper method of repairs on each vehicle.
- Performed the valuation on the replacement or repair of individual parts, while observing company guidelines of an average cost per claim.
- Spoke with insurance companies regarding claims and damages.

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- Managed production of vehicle repairs from entry to exit in the shop, and kept the customers informed of progress and pick-up date.
- Coordinated and managed all parts needed for repairs for each vehicle and deal with parts supply businesses.

### EDUCATION

Medical - September 2010(University Of Phoenix )information System - June 2009 to January 2010(Strayer University )IT Networking/Security - September 2008 to December 2008(ECPI College Of Technology - Richmond, VA )Business Program - June 2003(Prince George High School - Prince George, VA )

