BENJAMIN LEE

Collision Estimator

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PROFESSIONAL SUMMARY

Accomplished Collision Estimator with 7 years of extensive experience in assessing vehicle damage and generating precise repair estimates. Demonstrated expertise in collaborating with insurance providers and repair shops to streamline claims processes and enhance customer satisfaction. Ready to apply in-depth knowledge of automotive repair and exceptional communication skills to drive operational excellence.

WORK EXPERIENCE

Collision Estimator
Quantum Solutions LLC
📅 Feb / 2021-Ongoing
📍 Phoenix, AZ

1. Generated detailed collision repair estimates for damaged vehicles, ensuring accuracy and compliance with industry standards.
2. Effectively negotiated with insurance adjusters to secure fair settlements for clients.
3. Analyzed estimates into labor and parts, providing clear breakdowns for repair processes.
4. Monitored parts orders to guarantee timely availability for repairs.
5. Reviewed and approved time allowances for each job, optimizing workflow.
6. Conducted quality checks on completed repairs, ensuring adherence to safety and quality standards.
7. Maintained communication with repair technicians, insurance representatives, and customers to facilitate seamless operations.

Collision Estimator
Lakeside Apparel Co
📅 Feb / 2018-Feb / 2021
📍 Chicago, IL

1. Prepared accurate repair estimates for customers, managing insurance claims and ordering necessary parts.
2. Served as a DRP Estimator, overseeing relationships with major insurance accounts.
3. Executed collision repair estimates with precision, ensuring all aspects were covered.
4. Managed three major DRP accounts effectively, enhancing customer trust and satisfaction.
5. Inspected vehicles for damages and assessed additional repair needs.
6. Coordinated all repair shop accounts with insurance companies, ensuring smooth operations.

EDUCATION

Associate of Applied Science in Automotive Technology
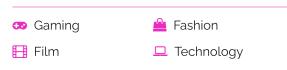**Community College of Florida**
📅 Feb / 2015 - Feb / 2018
📍 Denver, CO

Gained foundational knowledge in automotive repair, diagnostics, and collision estimating.

SKILLS

Automotive Damage Assessment
● ● ● ● ● ● ● ● ● ○

Workplace Safety
● ● ● ● ● ● ● ○ ○

Technical Writing
● ● ● ● ● ● ● ● ●

Customer Follow-up
● ● ● ● ● ● ● ○ ○

Insurance Policy Knowledge
● ● ● ● ● ● ● ● ○

INTERESTS

🎮 Gaming   👜 Fashion
🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility
➔ Forward-thinking   ♥ Gratitude

LANGUAGES

80% English   **80%** German   **80%** Arabic

ACHIEVEMENTS

⭐ Successfully reduced estimate turnaround time by 20%, enhancing customer satisfaction.

⭐ Achieved a 95% accuracy rate in damage assessments leading to minimal disputes with insurance providers.

⭐ Streamlined communication processes with repair teams, resulting in a 15% increase in repair efficiency.