

# Samuel R. McMillin

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## Work Experience

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August 2019 – March 2020      ABODA by Reside      Woodinville, WA  
Warehouse Operator

- Pick, clean, repair, and stage furniture on dock for delivery
- Use forklift to stack pallets and organize inventory while observing all safety guidelines
- Use order picker to download product and maintain efficient warehouse layout
- Load and unload shipments
- As a member of the safety committee, helped improve and maintain safety and best practices in the warehouse

April 2019 – August 2019      Express Employment Professionals      Seattle, WA  
Contractor

- Temp agency that specializes in office and light industrial positions
- Mover/Warehouse Operator – Setup housing efficiently and carefully; stage new homes for sale with furniture in appealing layouts; build/repair furniture and stage items for movers

January 2017 – March 2019      ABRA Auto Body & Glass      Seattle, WA  
Pre-op Manager

- Coordinate the repair process with technicians, management, office personnel, and the customer
- Inspect damaged vehicles and write repair plans utilizing estimating software to restore vehicles to pre-accident condition
- Find solutions to all challenges in the production process, including repair support, resolving parts issues, and ensuring compliance with company safety standards
- Research and document proper repair processes from the manufacturer and communicate findings to repair technicians
- Assist technicians with disassembly and reassembly as needed

July 2015 – December 2016      GEICO Insurance      Seattle, WA  
Auto Damage Claims Adjuster

- Inspected damaged vehicles and wrote repair estimates
- Gathered facts involving claims to ensure payment is issued involving only those items damaged from the loss
- Guided customers throughout all steps of the vehicle repair process, from initial call to set up inspection appointment to repair completion
- Wrote total loss estimates and guided customers throughout the total loss process, from initial settlement offer to issuing payment and taking possession of salvage

- Handled vehicle rental reservations and authorizations during repairs
- Negotiated with collision repair facilities to ensure fair repair costs
- Documented all conversations and activities involving claims

## **Education**

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2010 – 2013  
B.A., Linguistics

University of Washington

Seattle, WA

## **Certifications**

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CompTIA A+  
CompTIA, July 2020-July 2023

## **Skills**

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- Proficient using Windows desktop operating systems
- Experience troubleshooting hardware and software
- Ability to communicate technical concepts in simple terms
- Knowledge of networking principles (TCP/IP)
- Twelve years customer service experience
- Experience with Microsoft Office, including Excel, Word, Outlook, and Powerpoint
- Four years experience working in fast-paced work environments
- Strong attention to detail
- Experience communicating with internal and external customers
- Ability to multi-task
- Excellent time management and organizational skills
- Can handle difficult situations in person and over the phone
- Can lead and direct operations with a small team
- Excellent written and verbal communication skills