

Shevonna Boyd-Guice

Northridge, CA

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Auto Damage Adjuster

Geico - San Mateo, CA

January 2018 to Present

Inspect and assess vehicle damage ranging from minor fender-benders to extensive damage.
Estimate the cost of vehicle repairs, negotiate equitable settlements and issue payments
Work directly with other Adjusters and supervisors in a field environment while working with multiple external stakeholders such as body shops, rental partners, and parts providers.

Engineering Estimator

PG&E - San Jose, CA

October 2016 to November 2017

Make design sketches and prepare layouts for construction of additions or improvements to electric systems of such a nature that the plans and methods are embodied in existing standards, specifications, rules, and regulations.
Estimate labor and material costs; obtain joint-pole agreements; initiate right-of-way procedures, and permits, etc., and perform such other work as required to prepare the estimate in final form.
Utilize organizational skills to manage project workload.
Manage your calendar to prioritize tasks and meetings; both field and office appointments.

Sales Consultant

CarMax - Pleasanton, CA

June 2016 to October 2016

Providing exceptional service throughout the customer's experience.
Communicating effectively both in-person and over the phone Navigating and using various provided computer programs as selling tools.
Consulting and guiding your customers to the appropriate next step based on their situation.
Facilitating steps of the sale, taking test drives, and submitting finance applications.
Reading, collecting, and transcribing data
Building and maintaining strong relationships and demonstrating excellent teamwork.
Maintaining the sales area display.

Customer Care Representative

U-Haul

January 2014 to May 2016

Create and manage delivery schedule of merchandise.

Answer phones and handle customer inquiries.
Drive Commercial Class B vehicle for deliveries.
Perform basic maintenance on U- Haul trucks and trailers.
Train new hires.

Intramural's Official

University Student Union
August 2012 to May 2015

Officiated multiple collegiate recreational events.
Answered customer inquiries about intramural program.

Customer Service Representative

Sears
May 2013 to September 2013

Organized and maintained an exemplary sales floor.
Assisted customers with purchase decisions.
Answered phones.
Performed customer check outs.

Apprentice

Boys and Girls Club
June 2009 to August 2012

Assist human resource generalist with basic office task (filing and photocopying).
Oversaw child entry and exit from facility.
Assisted in leading group activities for club members.

Education

In progress in Computer Science

University of Nevada-Las Vegas - Las Vegas, NV
August 2018 to May 2021

Full Stack Web Development in Computer Science

UCLA - Westwood, CA
March 2019 to September 2019

B.A. in Psychology

California State University Northridge
August 2011 to May 2015

Saint Joseph Notre Dame High School
August 2007 to May 2011

Skills

Collision Repair, Body Shop, Auto Body, CCC, Customer Service, Appraisal