**Darnell W. Chasteen Vehicle Valuation Specialist**

Clackamas, Oregon • (503) 312-7198 • E-Mail: Darnell.Chasteen[@gmail.com](mailto:sprtshed@hotmail.com)

### EDUCATION

Clackamas Community College Present

Associate of Arts Transfer Anticipated Graduation June 2015

Certification: Fred Pryor Management June 2002

Certification: OZ Management Training August 2003

### CORE COMPETENCIES

### Skills:

* Excellent interpersonal, analytical skills required for problem solving, communication presentation, customer service, management skills, organizational and time management skills.
* Ability to work effectively under pressure using sound judgment in decision-making while performing job functions autonomously and within a collaborative team oriented environment and concurrently in an ambiguous environment; flexible and comfortable with change.
* Unsurpassed vehicle knowledge.
* Ability to lead problem resolution sessions with customers.
* Fifteen (15) years claims processing and total loss claims experience for large accounts.
* Fifteen (15) years Knowledge of research methods, market research, service experience in the automotive and insurance industry.
* Proficiency with Microsoft Office products (Excel, PowerPoint, and Word) and claims related software programs.

### PROFESSIONAL KNOWLEDGE

Cars, Trucks, Classics, Motorcycles, ATVs, Motor homes, Travel Trailers, Boats,

Utility/Semi Trailers, Semi Trucks, Construction Equipment, Farm Equipment.

### PROFESSIONAL EXPERIENCE

[**Audatex**](http://www.linkedin.com/company/audaexplore?trk=ppro_cprof), **Clackamas, Oregon**  January 2010 – Present/April 2006 – March 2007

#### **Valuation Specialist, Specialty Department**

**Responsibilities**

* Conduct research including; market surveys of local franchised dealers to determine current values; develop and maintain and update accurate records, possess a systematic, analytical approach to data and data collection and the ability to work to deadlines and prioritize workload.
* Promote compliance to policy & procedures as established by the Company, Client and Insurance carriers and provide privacy and integrity for customers.
* Provides high quality ongoing customer service; uncovering opportunities, answering questions resolving problems and building solutions, while maintaining relationships with dealers and claim adjusters.
* Manage the Specialty Department transactions for all phone and internet requests from insurance adjusters, seeking the fair market value on non-standard commodities for potential total loss insurance claims, as well as providing technical support.
* Assist with new hire and current personnel in improving their skills and knowledge through hands-on coaching and training and reviews and interprets reports submitted by others.
* Provide supplemental information as requested.

**Creative Home Remodeling**, Portland, Oregon April 2007 – January 2010

#### **Lead Remodeler**

**Responsibilities**

* Custom Design and building expertise for remodel and installation projects

Remodel: Kitchens bathrooms, fireplaces, home offices, add-ons, etc.

Install: home theaters, decks, creating home additions, dormers, custom cabinets, etc.

[**ADP**](http://www.linkedin.com/company/adp?trk=ppro_cprof), **Clackamas, Oregon May 1996** – April 2006

*Positions Held*

#### **Valuation Specialist, Specialty Department**

* *Department Lead and Verifier,**Auto Department*
* *Quoter, Auto Department*
* *Market Research, Auto Department*

**Responsibilities**

* Valuation Specialist: Authorize and accept submitted reports from verifiers, quoters and market researchers; creating a unified report to send out to clients, i.e. the insurance companies.
* Department Lead and Verifier: Department lead, assisting during management absence and during weekend shifts. Verifying submitted reports for quality assurance, monitor phone calls and provide re-training to other co-workers, Call back market research contacts to verify quoter accountability.
* Quoter: Researched specifics about vehicle conditions requesting values through dealers.
* Market Researcher: Works with private party; analyzes the market through various advertisements, calling and verifying values of cars based on open market commodities, providing research to valuation specialists.