

BEN B. BARNES

1111 North Vista Grande Drive • Minneapolis, Minnesota 11111
Cell: 123-456-7890 • Home: 123.456-7890 • Email: benbarnes@aol.com

AUTOMOTIVE APPRAISER WITH 30 YEARS OF INDUSTRY-RELATED EXPERIENCE

SUMMARY OF SKILLS

A highly accomplished, dedicated, and disciplined automotive professional seeking to contribute to and grow with a dynamic, progressive, and innovative organization. Recognized as a self-directed team player and performer, consistently completing assignments proficiently and productively. A troubleshooter able to effectively and efficiently resolve issues and meet and achieve challenging goals and objectives. Direct and decisive leader with a “hands-on” management style. Results-oriented individual with an exemplary track record of success in arbitration, negotiation, subrogation review, field appraisal, claims management, personnel development, quality control, and scheduling.

CORE STRENGTHS

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|--------------------------------------|--|--|
| • <i>Material Damage Specialist</i> | • <i>Field Auto Appraisal</i> | • <i>Subrogation Review</i> |
| • <i>Mitchell Estimating Systems</i> | • <i>Investigative Research/Analysis</i> | • <i>Claims Examination/ Management</i> |
| • <i>Operations Maintenance</i> | • <i>CCC/Pathways Estimating</i> | • <i>Employee Supervision/Leadership</i> |
| • <i>Workflow Trainer</i> | • <i>Customer/Client Relations</i> | • <i>Arbitration & Negotiation</i> |
| • <i>Technical Proficiency</i> | • <i>Restoration & Fabrication</i> | • <i>Diagnose/Troubleshoot Problems</i> |
| • <i>Vehicle Damage Appraisal</i> | • <i>Scheduling/Time Management</i> | • <i>Collision Repair</i> |

EDUCATION, TRAINING & CERTIFICATIONS

Multi-Line Certification, Vale International Property Damage Appraising Course
Expected Completion Date: May 2008

- Masters Estimating Course, Santa Barbara, California 2002
- Advanced Microwave technologies, National Institute of Electronics, Bakersfield, California, 1993
- Certificate of Web Design, Bakersfield Junior College, Bakersfield, California, 1993

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- Accustomed to dealing with a wide variety of professionals, vendors, clients, and customers; Provide exemplary customer service.
- Consistently selected to handle the more difficult claims including commercial vehicles, boats, recreational vehicles, and municipalities.
- Successfully responded to arbitrations and negotiated with claimant carriers.
- Possess initiative and competent investigative and deductive skills; adapt easily to new concepts and responsibilities.
- Field Independent.
- Demonstrated and highly developed research, analytical, and administrative capabilities.
- Excellent written, oral, team-building, and interpersonal skills.
- Verifiable ability to handle multiple assignments simultaneously under high-pressure situations.
- Tremendous time management skills; highly organized and efficient; consistently meet stringent deadlines.
- Specialist: general liability, vehicle property damage appraisal, comprehensive, total loss, and theft settlement; field auto physical damage; Drive-In Claims Estimator.
- Examine damages, evaluate practicality of repair versus replacement, prepare estimates; enter claim payments and new claims on computer system.
- Review insurance policies to determine coverage; investigate, evaluate, and settle claims, applying technical knowledge and human-relations skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio.
- Transmit claims for payment or for further investigation.
- Organize and work with detailed office/warehouse records using specialized software to enter, access, search, and retrieve data.
- Instrumental in the launch of a Material Damage unit for the Northwest region.
- Assisted in the creation and implementation of a Subrogation Review department resulting in a savings for Safeco of over 1.2 million dollars by the 5th quarter of operation.
- Received the second highest level of five (5) (*consistently exceeds expectations*) on annual performance review, 2007.

CHRONOLOGY OF PROFESSIONAL EXPERIENCE

Blank Company, Minneapolis, MN <i>Independent Appraiser Coordinator/ Direct Repair Program Coordinator</i>	Mar. 2007 – Present
Safeco, St. Paul, MN <i>Subrogation Review Adjustor/Claims Examiner</i>	Jul. 2004 – Mar. 2007
Emil's Body Works, Bakersfield, CA <i>Estimator/Office Manager</i>	Feb. 2004 – Jul. 2004
Property Damage Appraisers Inc., Bakersfield, CA <i>Insurance Field Auto Appraiser</i>	Jan. 2003 – Feb. 2004
Jim Burke Ford Collision Care, Bakersfield, CA <i>Estimator/Technician Team Leader</i>	Mar. 2001 – Jan. 2003
American Purification Inc./Oakley Inc., Central/Southern, CA <i>Gas Chromatographer/Microwave Technician /Research Technician</i>	Jul.1998 – Mar.2001
Bad Boyz Custom Street Rods, Bakersfield, CA <i>Estimator/Fabricator</i>	Jan.1996 – Jul.1998
Valley Wireless Inc., Bakersfield, CA <i>Microwave Technician</i>	Dec. 1993 – Jan. 1995
Springer Auto Restorations, San Jose, CA <i>Estimator/Restoration Technician</i>	Aug.1989 – Dec. 1992
Sport Performance Auto Body & Paint, San Jose, CA <i>Estimator/Auto Body Technician/Painter</i>	Jun.1987 – Aug.1989
Flying Colors Aircraft Refinishing, Watsonville, CA <i>Manager/Painter</i>	Jan 1986 – Jun.1987

References and Supporting Documentation Furnished Upon Request

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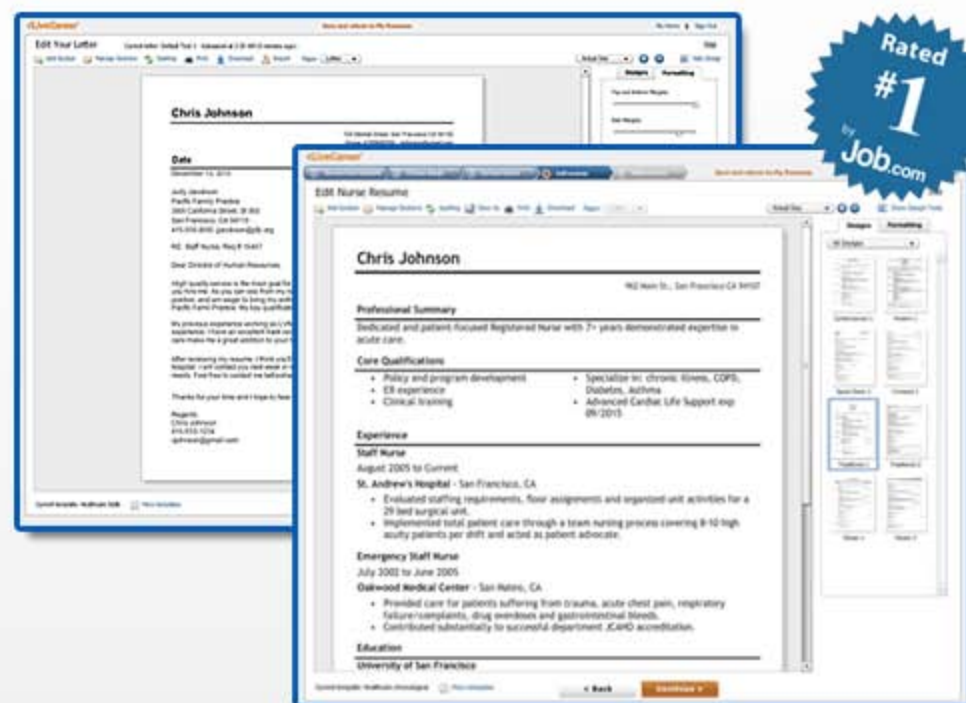
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Customer Reviews

"I was completely unaware of what companies are looking for in a resume. This product helped me word and format my professional resume and the examples were extremely useful. Overall, this is a great product. I would highly recommend these services." - A. Danihels

"This resume tool is so much better than templates - just upload or enter your resume content and you get your choice of designs. It's magical! Anyone can benefit from this tool: from students to executives!" - Belinda Yanda

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