

[YOUR NAME]

[Street Address], [City, ST ZIP Code]

[phone]

[e-mail]

AUTO COLLISION REPAIR MANAGEMENT

PROFILE

- Extensive background in virtually all aspects of automotive collision-repair operations management, including production, sales, and office functions, in compliance with industry standards and practices.
- Skilled in sales, troubleshooting, billing/job cost estimation, materials/parts procurement, and inventory control; well-versed in preferred insurance practices.
- Hire, train, and supervise technicians in mechanical craftsmanship, technical applications, quality control, and flagship customer service.
- Use Mitchell, ADP, and CCC estimating systems; ASE-certified in body paint, steering/suspension, AC, and AC recovery and repair; efficiently operate Chief frame machines, the electronic Chief Genesis measuring system, and the FMC four-wheel alignment system.

EMPLOYMENT

Fabrikam, Inc., Des Plaines, IL 1995-Present
A collision-repair franchise with \$1.25 million in average annual revenues.

Production Manager 1/2000-Present

- Supervise up to seven body and paint technicians in daily job assignments, ensuring attention to detail to meet delivery deadlines and quality standards. Provide on-the-job training, schedule and assign jobs, and evaluate worker performance.
- Handle customer inquiries and troubleshooting; communicate with technicians and insurance companies to resolve problems with speed and accuracy.
- Order parts/supplies and monitor inventory levels.
- Write up estimates for customers; work closely with insurance staff to process claims.
- Process all daily cash, including cash reconciliations and bank-deposit preparation.
- Track and document information on used parts in accordance with the regulations of the Illinois Secretary of State.
- Rated #1 in office operations in 1999 for Fabrikam, Inc. nationwide.

Body/Metal Technician 9/95-1/2000

- Replaced, repaired, and refinished bodies on a wide range of U.S. and foreign vehicles, using Chief and FMC equipment.

Contoso, Ltd., Park Ridge, IL 2/83-9/95

Collision Repair Technician

- Gained valuable experience in automotive repair procedures.

EDUCATION

Oak Tree Automotive College, Denver, CO 9/82-1/83
Certificate: Basic Collision Course

Maple High School, Park Ridge, IL