

Sally DeVinney

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Objective

To obtain a full time position as an auto collision repair shop manager or estimator

Experience

Estimator

7-2010- 4/2011, Kadel's Auto Body

Received ASE Estimator Certification, completed several Icar classes. Became familiar with More than 50 insurance DRP requirements. Developed an intimate knowledge of DRPs and maintained and furthered relationships between shop and insurance companies.

Office Manager/Production Manager/Estimator

4-2005-7-2010, Nu-Way Body and Fender Works, Inc, Portland, OR

Responsible for managing all aspects of busy collision repair facility, including but not limited to managing production, ordering parts, negotiation with insurance companies, writing damage estimates, maintaining DRP and non DRP relationships, matching and supplementing insurance company estimates, payroll, AR/AP, monthly and quarterly reports, taxes, HR responsibilities, purchasing of supplies, insurance company billing, customer service, employee relations, hiring/firing/discipline/interviews, public and media relations, and marketing and advertising. Via excellent customer service and negotiation skills, helped maintain impeccable reputation as high-end, customer-service oriented facility. Successfully evaluated and cut overhead and costs, including contract negotiation and renegotiation of employee benefits program (improved benefits while cutting costs) Utilized Audatex Estimating, Stellix Management Systems, CCC Pathways, CCC One, Enterprise Estimating Solutions, all Microsoft office programs and Quickbooks accounting. Eventually facilitated sale of business, and handled all legal and financial aspects of business transfer to assist shop owner.

Assistant Service Manager

10/2004-1/2005, Rose City Chevrolet, Portland, OR.

Responsible for customer service, monthly reports, sales and tracking of sales, customer service, and maintaining extensive knowledge of vehicles and maintenance and service requirements and vehicle repairs.

Customer Relations Manager

09/2001-10/2004, Sitel Corporation, Hillsboro, OR

Contractor for General Motors- educated auto dealers regarding General Motors warranty policies and procedures. Assisted General Motors customers with warranty issues and complaints. Thorough recordkeeping and impeccable internet/Microsoft Office knowledge was required.

Education

Portland Community College, Oregon City, OR

I-Car courses and Automotive Service Excellence certification

Your Name

Address, phone, fax, email