

EDUCATION

California Polytechnic State University, San Luis Obispo

Bachelor of Science: **Business Administration** | Concentration: **Entrepreneurship** June 2012

WORK EXPERIENCE

Progressive (Federal Way, WA) – *Managed Repair Representative* July 2019 – Present

- Write estimates for Progressive customers and claimants damaged vehicles within Progressive and the Department of Insurance standards and regulations
- Study and keep up to date with Progressive's consistently changing repair standards
- Keep up with automotive repair industry standards
- Continuously educating myself of the different car manufactures years and models safety regulations and standard equipment
- Negotiate labor and paint times & type of parts with shops within Progressive standards
- Educate customers and claimants on repair cycle and insurance standards
- Keep customers up to date on repair and rental cycle

GEICO (San Mateo, CA) – *Auto Damage Adjuster* October 2017 – October 2018

- Job duties and responsibilities identical to Progressive's

Alioto's Garage (San Francisco, CA) – *Customer Service Representative / Estimator* December 2015-October 2017 & October 2018 – June 2019

- Wrote estimates on damaged vehicles for various insurance companies and customers paying themselves
- Kept supplements and payments to the garage up to date
- Acted as a liaison between the customer, insurance company and garage by reviewing vehicles upon arrival and maintaining correspondence
- Responsible for scheduling, creating and reviewing automobile estimates
- Ensured the continuation of my learning by going over estimates and the repair process with technicians
- Worked closely with accounting to make sure all balances were accounted for

Enterprise Rent-A-Car (San Francisco, CA) – *Management Trainee & Management Assistant* April 2015-December 2015 & June 2012-October 2013

- Managed day-to-day business operations, customer service, and administered sales of ancillary products.
- Lead business operations at the Enterprise Santa Maria and San Luis Obispo Airports & Alioto's Garage (largest satellite in San Francisco)
- Managed vehicle inventory for individual branches to ensure highest possible operating potential
- Made sure to follow up on every customer interaction via phone and email
- Trained multiple Management Trainees in sales, operations and customer service
- Received internal vote as having the best customer service on multiple occasions

TEKsystems (San Francisco, CA) - *Technical Recruiter* October 2013 - September 2014

- Identified and recruited technical professionals from various technical backgrounds and skill levels to meet the needs of TEKsystems' clients
- Identified leads and executed cold calls and emails
- Attended networking events to gain referrals and meet technical professionals to add to business network
- Met and regularly exceeded weekly business objectives, including number of calls made, people met, and candidates submitted

Computer & Technology

Microsoft Office Suite - CCC - Autodex Estimate - Mitchell Repair Center - Outlook
