

# BEN B. BARNES

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## 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

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

### 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 5<sup>th</sup> quarter of operation.
- Received the second highest level of five (5) (*consistently exceeds expectations*) on annual performance review, 2007.

**CHRONOLOGY OF PROFESSIONAL EXPERIENCE**

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

*References and Supporting Documentation Furnished Upon Request*