

EXECUTIVE SUMMARY

An **automotive service and customer experience director** with 21 years of experience in the insurance, automotive repair, and media industries. An expert at building consensus, leading people, managing relationships with strategic partners, quality control, and leading strategic projects. A specialist in designing, implementing, and managing processes related to servicing of exotic (e.g. Tesla, Ferrari, Mercedes) cars.

FUNCTIONAL EXPERTISE

- **Automotive Service and Repair Management**
- **Leadership, Training and Coaching**
- **Customer Experience Management**
- **Process Design and Documentation**
- **Strategic Project Management**
- **Service Quality Control Management**

FUNCTIONAL EXPERTISE DEMONSTRATED

ALLSTATE INSURANCE CORPORATION

March 2017 – Present

One of the largest auto insurers in the United States with ~\$25bn in annual revenues and more than 13mm policies in force sold through a network of more than 30,000 independent insurance agents and the Internet.

Santa Rosa Site Manager (February 2017 – Present)

Leads 4 supervisors and a team of ~50 employees at one of the top ranking Allstate service centers in the United States and acts as the Northern California service manager for all exotic cars covered by Allstate.

- **Automotive Service and Repair Management:** Successfully supervises the execution of ~450 repairs/mo. as well as ~10 exotic cars/mo. (e.g. Tesla, Ferrari, Mercedes), leading the Site to a top 3 ranking (out of 63 service centers nationwide) in each month since inception in 2013 based on net promoter scores (NPS).
- **Leadership, Training and Coaching:** Leads a team of 4 supervisors, 50 employees, and the relationships with Enterprise Car Rental, key strategic partner, with the California Bureau of Automotive Repair (BAR), with 48 Allstate network shops, and with repair shops used for exotic car repairs or for other customer demands. Hand-picked by the Zone Director to train site managers at underperforming sites around the United States.
- **Strategic Project Management:** Reporting to the Allstate Northern California Director, spearheaded the launch of the Sacramento Site, hiring all key personnel (e.g. departmental supervisors), imagining the customer experience on site (e.g. greeting, damage assessment, rental car), setting KPIs (e.g. cycle times, labor hours per day, QC benchmarks). Launched the XXXX sq. ft. site on time, up to code, and on budget in 2013.

Northern California MRP Manager (March 2014 – February 2017)

Managed the repair program for Northern California, overseeing process management and quality control for the territory (minus San Francisco) and all exotic car repairs for the territory (inclusive of San Francisco).

- **Process Design and Documentation:** Developed the exotic car repair (e.g. Tesla, Ferrari, Mercedes) handbook for Allstate's California network, developing policies on standard operating procedures (SOPs), repair research and documentation practices, relationship management with repair shops, and KPIs.
- **Service Quality Control Management:** Successfully led 4 supervisors, a team of 28 employees, and 27 network shops performing ~250 repairs/mo. and ~6 exotic repairs /mo., tracking and acting on reject/rework metrics rates for all network and non-network shops by liaising with shop leaders and their personnel.

MRP Supervisor (March 2013 – March 2014)

Led the automotive repair program for East Sacramento / Tahoe from the Sacramento Allstate branch.

- **Leadership, Training and Coaching:** Successfully supervised, coached, and delegated tasks to a team of 6 employees and 12 network shops. Consistently tracked the progress of claims, handling escalated customer service concerns, training junior adjusters, negotiating with shops, and approving high-value payouts. Recognized for superior performance and named California Supervisor of the Month multiple times in 2009.

Field Adjuster (March 2011 – March 2013)

Successfully processed of insurance claims and directly served repair clients by debriefing claimants, negotiating terms with shops, and making liability assessments while providing outstanding customer service.

- **Automotive Service and Repair Management:** Managed the repair process for ~10 cases at any given time, performing site visits to automotive repair shops to inspect the quality of repair work, cultivate healthy partnerships, and negotiate when needed on behalf of the Corporation.

- **Customer Experience Management:** Served as the point of contact for claimants, leveraging extensive technical knowledge about the repair process to cultivate a sense of partnership through the claims process. Awarded Allstate Insurance’s Customer Service Star multiple times between 2007 and 2009.

PRO IMAGE

February 2008 – November 2011

A commercial branding and production house with 30 employees and ~\$30mm in annual revenues that produces creative assets for firms like Pepsi, the Gallo Family of wines, and the California Dept. of Justice.

Digital Compositor

Performed creative functions (e.g. editing, producing, rendering) and project liaison duties for local, state, and national projects, working directly with clients, ad agencies, and other technical personnel.

- **Customer Experience Management:** Successfully acted as liaison for clients with high expectations (e.g. paying \$800+/hr.), handling inbound requests from ad agency representatives, animators, cinematographers, and clients and frequently presenting to high-value clients on behalf of the Company.

PREVIOUS ROLE:

Director/Technical Director—Warner Bros. (July 2005 – February 2007)

EDUCATION

Bachelor of Arts (Communication, Advertising, and Marketing). Sacramento State University (*Incomplete*)

PUBLIC SERVICE & VOLUNTEERISM

Sports Car Club of America (SCCA) – Concourse d’Elegance Judge: Serves as a judge for the Daytona Beach Concourse, ranking and reviewing exceptional automobiles for the annual competition.