

# BILLIE JEAN SHAW

## CURRICULUM VITAE

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### **POSITION:**

AUTOMOTIVE INSPECTOR SPECIALIZING IN PRE AND POST REPAIR INSPECTIONS, DIMINISHED VALUE ASSESSMENTS, IMPROPER COLLISION REPAIRS, TOTAL LOSS EVALUATIONS, PRE- PURCHASE INSPECTIONS, COLLISION REPAIR CERTIFICATION, 3-D VEHICLE DIMENSIONING, DEALER FRAUD, EXPERT WITNESS AND COLLISION MONITORING.

<b><i>EXPERIENCE</i></b>	
<p>COLLISION REPAIR FACILITIES INDEPENDENTS &amp; DEALERSHIP ESTIMATOR/PROGRAM MANAGEMENT</p> <ul style="list-style-type: none"><li>• DUTIES INCLUDED: INSPECTING DAMAGED VEHICLES FOR EITHER REPAIR OR TOTAL LOSS EVALUATIONS.</li><li>• PREPARED DOCUMENTS FOR VEHICLE OWNER, INSURANCE COMPANY AND SHOP: ESTIMATE OF DAMAGES INSPECTED WITH SUPPORTING PHOTOS TO JUSTIFY DOCUMENTATION.</li><li>• SEARCH AND ORDER PARTS PER REPAIR REQUIREMENTS I-CAR AND ALLDATA PROPER PROCESS AND PROCEDURES.</li><li>• CREATE A REPAIR PLAN FOR REPAIR PROCESS. VEHICLE DISASSEMBLY, PARTS REVIEW TO DECIDE REPAIR OR REPLACEMENT WITH REPAIRER (BODY TECH). WHEEL ALIGNMENT, SUSPENSION DIAGNOSIS, AND TIME FRAME BASED OFF FACTS FROM DAMAGE.</li><li>• MONITORED REPAIR PROCESS FOR QUALITY, PROPER PROCESS AND PROCEDURE THRU REPAIR STAGES WITH PHOTO DOCUMENTING UNTIL THE FINAL COMPLETION OF REPAIRS.</li><li>• FACILITATE MOVEMENT OF OUTSOURCED PROCEDURES FOR TIMELY REPAIR DELIVERY SUCH AS WHEEL REPAIRS, GLASS INSTALL/REPLACE/REMOVE AND PANEL PLACEMENT WITH PROPER MATERIALS FOR PROCEDURE PER OEM GUIDELINES WITH A FINAL QUALITY INSPECTION.</li><li>• COMMUNICATE WITH VEHICLE OWNER. EDUCATING VEHICLE OWNER OF REPAIR PROCESS WITH ANSWERING ALL QUESTIONS THRU ENTIRE REPAIR, STEP BY STEP.</li><li>• MANAGED THE DIRECT REPAIR PROGRAMS FOR MULTIPLE INSURANCE COMPANIES KEEPING HIGH RANKING BEING COMPLIANT TO THEIR RULES AND REGULATIONS TO THE PROGRAM.</li><li>• TRAINED MULTIPLE ESTIMATORS TO COMPLY WITH ROLE DUTIES</li><li>• PROCESSED PAYMENTS</li><li>• PROVIDED MONTHLY TAX STATEMENTS FOR SALES</li><li>• PROCESSED RENTAL AGREEMENTS</li><li>• ASSISTED CONSUMERS WITH APPRAISAL PROCESS, PROVIDING A THOROUGH DRIVABLE VISUAL DAMAGE ONLY ESTIMATES FOR REPRESENTATION TO PAYER (SELF PAY, THIRD PARTY, INSURANCE OR VENDOR)</li></ul>	2004-2020

## TRAINING & CERTIFICATIONS

- 2006 INTERNATIONAL COLLEGE- PRINCIPALS OF BUSINESS
- 2006 INTERNATIONAL COLLEGE- INTRODUCTION TO BUSINESS
- 2017 TOYOTA OEM PROCEDURES BY MIKE ANDERSON/ COLLISION ADVISE
- OSHA SAFETY AND EPA POLLUTION PREVENTION TRAINING
- \*COMPLETED I-CAR COURSES
- 2016 I-CAR DAMAGE ANALYSIS OF ADVANCED MATERIALS
- 2016 I-CAR EXTERIOR PANELS DAMAGE ANALYSIS
- 2017 I-CAR REFINISH MATERIAL APPLICATION AND BLENDING
- 2017 I-CAR ALTERNATIVE FUEL VEHICLE DAMAGE ANALYSIS
- 2017 I-CAR WIND NOISE AND WATER LEAKS
- 2019 I-CAR RECYCLED DPARTS FOR COLLISION REPAIR
- 2019 I-CAR ALTERNATIVE FUEL VEHICLE SAFETY
- 2019 I-CAR VEHICLE TECHNOLOGY AND TRENDS 2019
- 2019 I-CAR DAMAGE ANALYSIS OF FULL-FRAME VEHICLES
- 2019 I-CAR MATERIALS, FILLERS, AND CAVITY WAX REQUIREMENTS
- 2020 I-CAR STRUCTURE ANALYSIS -STRUCTURES
- 2020 I-CAR DAMAGE ANALYSIS OF UNITIZED STRUCTURES-CENTER
- 2020 I-CAR DAMAGE ANALYSIS OF UNITIZED STRUCTURES-FRONT
- 2020 I-CAR INTERIOR TRIM AND CONVERTIBLE TOP DAMAGE ANALYSIS
- 2020 I-CAR ROLE RELEVANT TRAINING – ESTIMATOR ROLE
- 2020 I-CAR ANALYZING VANDALISM DAMAGE
- 2020 I-CAR ANALYZING DAMAGE FROM NATURAL CAUSES
- 2020 I-CAR ANALYZING THEFT DAMAGE
- 2020 I-CAR CORROSION PROTECTION
- 2004-2020 CCC ONE ESTIMATING/ MANAGEMENT SYSTEM OPERATIONS
- 2016-2020 ADP MANAGEMENT SYSTEM OPERATIONS
- 2004-2014 ROME MANAGEMENT SYSTEM OPERATIONS
- 2014-2018 PROFIT NET MANAGEMENT SYSTEM OPERATIONS
- 2020 ALL- LINES CERTIFIED ADJUSTER STATE OF FLORIDA (CA) LIC# W657603
- LICENSE 6-20, 7-20, 70-20