

Justin McBroom

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Auto Damage Adjuster

Experienced Auto Damage Adjuster, highly analytical, I-Car Platinum Certified, and advanced training in auto damage collision analysis. Former small business owner with a demonstrated history of achieving targeted sales and growth goals while building lasting client/staff relationships.

WORK EXPERIENCE

Caliber • Rogers, Arkansas, United States • 01/2025 - Present

Collision Specialist

- Analyze collision damage and wrote comprehensive estimates and conducted thorough process reviews to ensure accuracy and efficiency. • Managed customer vehicle check-ins and completed final paperwork, enhancing customer satisfaction and streamlining operations. • Finalized total loss administration and communicated post-repair plans, providing timely updates to customers.
- Streamlined the estimating process by implementing a new documentation system, which improved efficiency and reduced processing time for claims significantly.

First Student • Remote • 05/2023 - 01/2025

Property Damage Specialist

- Utilized internal training tools to document 100% of claims with high attention to detail, enhancing accuracy and compliance within 3 months.
- Strengthened partnerships with repair facilities, resulting in a 30% increase in customer satisfaction ratings through consistent and professional interactions over 4 months.

GEICO • Greater Memphis Area • 07/2017 - 05/2023

Auto Damage Adjuster

- Conducted thorough auto damage assessments and wrote accurate estimates, enhancing client satisfaction and compliance with insurance guidelines.
- Maintained comprehensive documentation of all interactions with customers, enhancing communication clarity and compliance within 3 months.

CERTIFICATIONS

I-Car Platinum III

I-Car

Structural Engineering Analysis

CHIEF

Suspension Dynamics

CHIEF

Advanced Estimating

Advance Tech

SKILLS

Communicator, Complex problems, Customer Satisfaction, Customer Service, Email, Fast-Paced, Forecasting, Guidelines, Inventory Control, Inventory Management, Licensing, Loss Prevention, Merchandising, Motivated, Problem solver, Resourcing, Retail, Retail Sales, Sales, Store Management, Visual Merchandising