Brian Fitzgerald

AUTO BODY ESTIMATOR

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SUMMARY

Auto body estimator with 3 years at an independent body shop in Orlando, writing 90 damage estimates a month for walk-in, fleet and insurance customers. Builds estimates in Mitchell Cloud Estimating, turns customer-pay quotes into booked work and uses organizational skills to keep parts, rentals and promised dates on track.

SKILLS

Other Skills: Damage Estimates, Mitchell Cloud Estimating, Customer-Pay Quotes, Parts Pricing, Supplements, Repair Orders, Customer Service Skills, Organizational Skills

EXPERIENCE

Auto Body Estimator 09/2023 - Present

Orange Blossom Body Works Orlando, FL

Independent 10-bay body shop with retail, fleet and insurance work.

- Write **90** damage estimates a month in Mitchell Cloud Estimating for walk-in, fleet and insurance jobs.
- Convert 45% of customer-pay quotes into booked repairs by walking customers through options and costs.
- Negotiate parts pricing with 3 vendors on OEM, aftermarket and used parts, lowering parts cost per job by 9%.
- Coordinate drop-offs, rentals and supplements for 25 repairs a month, keeping 95% of cars on their promised date.

Service Advisor 06/2021 - 08/2023

Lakeview Tire & Auto Kissimmee, FL

Independent tire and repair shop with 8 service bays.

- Wrote 25+ repair orders a day and explained technician findings to customers in plain terms.
- Raised the average ticket from $210 to $265 by recommending maintenance from inspection reports.
- Resolved pricing and pickup calls with patient customer service skills, keeping complaints under 1% of visits.

EDUCATION

Associate in Arts 05/2021

Valencia College Orlando, FL

General Studies

CERTIFICATES

ASE B6 Damage Analysis and Estimating 02/2024

National Institute for Automotive Service Excellence (ASE)

ASE C1 Automobile Service Consultant 11/2022

National Institute for Automotive Service Excellence (ASE)