

Victor Hernandez

// Body Shop Manager

📍 Kansas City, MO 📞 (816) 555-0127 ✉️ victor.hernandez@email.com 🔗 [linkedin.com/in/victorhernandez](https://www.linkedin.com/in/victorhernandez)

> SUMMARY

Body shop manager with 14 years in collision repair, the last 5 running a \$4.2M dealership collision center with 18 employees. Owns P&L management, production scheduling and DRP relationships, and has cut cycle time by 2 days in the current role. Former estimator and I-CAR Platinum technician with ASE B6 certification.

> SKILLS

• P&L Management • Production Scheduling • DRP Relationships • Cycle Time • CSI • CCC ONE • Supplements
• OSHA Compliance • Hazardous Waste

> EXPERIENCE

Body Shop Manager

03/2021 - Present

Heartland Collision Center

Kansas City, MO

Dealership-owned collision center with 24 bays and about \$4.2M in annual sales.

- Manage **18** technicians, painters, estimators and porters, with staff turnover down from 38% to 15% in 3 years.
- Grow annual sales from \$3.1M to \$4.2M through P&L management, 2 new DRP relationships and an aluminum repair certification.
- Cut average cycle time from 10.5 to 8.4 days with daily production scheduling meetings and parts check-in.
- Lead OSHA compliance and hazardous waste programs, with no citations across 2 state inspections.

Assistant Body Shop Manager

01/2017 - 02/2021

Blue River Auto Body

Overland Park, KS

Independent collision shop with 16 bays and 12 insurance partners.

- Wrote 60+ estimates a month in CCC ONE and approved supplements with 12 insurance partners.
- Raised CSI from 88 to 95 by adding text updates and a final walkaround on every delivery.
- Trained 4 junior estimators on blueprinting and supplement documentation.

Auto Body Technician

06/2012 - 12/2016

Midtown Collision

Kansas City, MO

Collision shop with 10 bays in midtown Kansas City.

- Repaired 15+ collision vehicles a month, including structural and aluminum jobs.
- Earned I-CAR Platinum status in 2015 while holding a comeback rate under 1%.
- Mentored 2 apprentices through their first year of panel and welding work.

> EDUCATION

Associate of Applied Science

05/2012

Metropolitan Community College

Kansas City, MO

Auto Collision Repair Technology

> CERTIFICATES

ASE B6 Damage Analysis and Estimating

06/2018

National Institute for Automotive Service Excellence (ASE)

I-CAR Platinum Individual

11/2015

I-CAR