

# Barrett Wilcox

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## SUMMARY

Auto damage claims professional with five years of experience across field appraisal, collision estimating, **claim resolution**, and **customer service**. Inspects damaged vehicles, prepares repair estimates, evaluates total losses, reviews supplemental requests, and documents claim decisions under insurance standards and applicable laws. Manages individual field inventories independently while coordinating with policyholders, repair facilities, claims partners, rental providers, and technicians. Negotiates repair scope, parts, labor, refinishing, and pricing through clear evidence based discussions. Communicates repair steps, timelines, payment decisions, and settlement processes in practical language. Brings extensive estimating experience, sound liability judgment, **conflict management**, and working knowledge of collision repair operations. Holds a valid California driver's license and **current auto insurance**, with frequent field travel experience across Southern California.

## EXPERIENCE

**Senior Auto Damage Appraiser** July 2024 - Present  
Canyon Crest Mutual Insurance *Irvine, CA*

Lead field appraisal operations across a high volume Southern California territory, managing vehicle inspections, estimates, total loss reviews, supplements, liability documentation, shop negotiations, and customer commitments. Coach newer appraisers while supporting consistent claim decisions and clear service expectations.

- Manage field **claim inventory** across Southern California, prioritizing inspections and customer commitments during daily travel.
- Inspect collision damage and prepare **repair estimates** using parts, labor, market, and repairability information.
- Negotiate repair scope and pricing with collision centers across labor, parts, refinishing, and repair procedures.
- Review supplemental damage against **inspection** findings, approving supported changes before additional **claim payments** issue.
- Evaluate **liability** and coverage facts, documenting material decisions for payment or **no payment** outcomes.
- Coach newer appraisers on estimate quality, shop discussions, file documentation, and customer expectations.

**Auto Damage Claims Adjuster** March 2022 - June 2024  
Pacific Horizon Casualty *Long Beach, CA*

Directed **automobile physical damage claims** from field inspection through repair completion, coordinating policyholders, **body shops**, rental partners, and claims staff. Built practical judgment through total loss evaluation, supplement review, repair negotiation, liability documentation, and compliant settlement support.

- Directed vehicle damage claims from field inspection through repair completion, maintaining clear timelines and accurate files.
- Wrote collision estimates after physical inspections, distinguishing repairable components from replacement needs.
- Negotiated repair plans with network and independent shops using repair methods, **parts, labor**, and vehicle condition.
- Assessed potential **total losses**, gathered valuation inputs, and explained settlement processes to customers.
- Investigated supplements against loss facts and prior estimates, authorizing valid additions and rejecting unrelated repairs.
- Maintained claim notes, **payment** records, liability information, and customer communications for compliant handoffs.

**Collision Estimator** October 2021 - February 2022  
Westline Collision Center *Anaheim, CA*

Supported collision repair operations by preparing insurer and customer estimates, documenting teardown findings, coordinating repair scope, and keeping owners informed through production. Developed hands on knowledge of shop workflow, repair materials, safety practices, parts, labor, and refinishing.

- Prepared collision estimates by documenting parts, labor, **refinishing**, and required repair operations.
- Connected vehicle owners, **technicians**, parts staff, and appraisers to clarify scope and reduce delays.
- Produced supplement documentation pairing additional operations with photographs and technician findings for insurer review.
- Monitored repair plans from estimate approval through production, updating customers on expected milestones.
- Compared insurer estimates with shop findings, identifying omissions and resolving line item questions professionally.
- Followed body shop safety practices while inspecting vehicles around repair materials, equipment, and production areas.

## PROJECTS

**Regional Claim Inventory Review** 📅 2025

Clear claim ownership creates better customer moments. Reviewed field inventory patterns and estimate documentation across Southern California, helping connect inspection quality with timely repair decisions and practical service expectations.

**Collision Supplement Documentation** 📅 2023

Good decisions begin with good evidence. Built a supplement review approach that connected photographs, teardown findings, loss facts, and repair operations for clearer insurer discussions.

## LEADERSHIP & AWARDS

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- Recognized by appraisal peers for dependable support during difficult shop negotiations and complex repair discussions.
- Selected to coach newer appraisers on estimate quality, claim documentation, and customer expectation setting.
- Trusted with high volume field inventories requiring independent judgment, frequent travel, and consistent claim follow through.

## EDUCATION

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### Bachelor's Degree in Business Administration

2021

California State University, Fullerton GPA: 3.5

Fullerton, CA

**Coursework:** Insurance operations, business law, financial management, organizational behavior

## CERTIFICATIONS

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- Valid California Driver's License 📅 2021
- Current Personal Auto Insurance 📅 2026

## TECHNICAL SKILLS

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- **Estimating Systems:** Collision estimating, repair estimating, total loss estimating
- **Vehicle Appraisal:** Physical damage inspection, repairability review, market valuation
- **Claims Operations:** Claim inventory management, claim resolution, payment evaluation
- **Repair Analysis:** Parts selection, labor operations, refinishing procedures
- **Supplement Review:** Teardown findings, loss related damage, repair documentation
- **Liability Review:** Loss facts, coverage information, material decisions
- **Customer Service:** Policyholder communication, service expectations, repair timelines
- **Negotiation Skills:** Repair scope negotiation, pricing negotiation, conflict management
- **Documentation:** Claim notes, payment records, inspection photographs
- **Field Operations:** Regional travel, body shop visits, service center inspections
- **Compliance:** Insurance standards, local laws, driving standards
- **Repair Facilities:** Collision centers, body shops, repair networks

## SKILLS

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|--------------------------|------------------------|------------------------|-----------------------|
| • Vehicle inspections    | • Supplement review    | • Claim payments       | • Field appraisal     |
| • Claim inventory        | • Repair negotiation   | • Customer service     | • Repair pricing      |
| • Repair estimates       | • Liability assessment | • Conflict management  | • Insurance standards |
| • Total loss evaluations | • Claims documentation | • Body shop operations |                       |

## PROFESSIONAL AFFILIATIONS

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- Professional participant in Southern California collision repair and insurance operations communities.
- Active collaborator with body shops, repair technicians, policyholders, rental partners, and internal claims teams.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST