



Barrett Wilcox

Field Claims Adjuster, Auto Damage

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STRENGTHS

- 🏠 **Field ownership**
Managed daily claim inventories across a wide territory, keeping inspections and customer commitments visible. Teams relied on consistent follow through.
- 🚗 **Repair judgment**
Separated supported repairs from unrelated work during supplement reviews. That habit kept payment decisions fair and files easier to defend.
- 💬 **Shop negotiation**
Used repair methods, labor, parts, and photographs in shop discussions. Tough conversations became clearer and more productive.
- ♥️ **Customer clarity**
Explained repair steps, timelines, total losses, and payment decisions in plain language. Customers knew what would happen next.
- 👥 **Practical leadership**
Coached newer appraisers through difficult estimates and documentation questions. Peers gained a steady resource for real field problems.

SKILLS

Vehicle inspections Claim inventory

Repair estimates

Total loss evaluations

Supplement review

Repair negotiation

Liability assessment

Claims documentation

Claim payments Customer service

Conflict management

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

Canyon Crest Mutual Insurance 📅 July 2024 - Present 📍 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

Pacific Horizon Casualty 📅 March 2022 - June 2024 📍 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.

Body shop operations

Field appraisal Repair pricing

Insurance standards

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Auto Damage Appraiser at Canyon Crest Mutual Insurance (2.2 Years)

● Auto Damage Claims Adjuster at Pacific Horizon Casualty (2.2 Years)

● Collision Estimator at Westline Collision Center (4 Months)

Collision Estimator

Westline Collision Center 📅 October 2021 - February 2022 📍 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

- 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

Bachelor's Degree in Business Administration

California State University, Fullerton 🎓 GPA: 3.5 📅 2021 📍 Fullerton, CA

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

CERTIFICATIONS

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

TECHNICAL SKILLS

- **Estimating Systems:** Collision estimating, repair estimating, total loss estimating
- **Vehicle Appraisal:** Physical damage inspection, reparability 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

PROFESSIONAL AFFILIATIONS

- 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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST