

# HERMIONE DUFLOTH

Auto Appraiser

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## PROFILE

Results-driven Auto Appraiser with 2 years of experience in assessing vehicle damage and determining repair costs. Skilled in conducting thorough inspections, negotiating with insurance companies, and providing accurate estimates. Demonstrates strong attention to detail, excellent communication skills, and a commitment to maintaining up-to-date knowledge of industry trends and best practices. Adept at building positive relationships with clients and colleagues, contributing to a high level of customer satisfaction.

## LINKS

[linkedin.com/in/hermionedufloth](https://www.linkedin.com/in/hermionedufloth)

## SKILLS

Estimating

Negotiation

Damage assessment

Vehicle valuation

Repair analysis

Documentation proficiency

Market knowledge

## LANGUAGES

English

Italian

## HOBBIES

## EMPLOYMENT HISTORY

### ● Auto Appraiser at Auto Damage Experts, MA

Mar 2023 - Present

- Successfully appraised over 300 vehicles within a year, resulting in accurate and fair settlements for both the insurance company and policyholders.
- Streamlined the appraisal process by implementing a new software system, reducing average turnaround time for appraisals by 25% and increasing overall efficiency.
- Consistently maintained customer satisfaction rates above 95% through thorough inspections, clear communication, and timely completion of appraisals.

### ● Associate Auto Appraiser at New England Auto Appraisers, MA

Aug 2021 - Feb 2023

- Conducted over 250 comprehensive auto appraisals within the New England region, resulting in a 98% customer satisfaction rate and contributing to a 15% increase in annual revenue for the company.
- Successfully resolved 90% of disputed insurance claims within a 12-month period, saving clients an estimated \$1.2 million in potential losses and strengthening relationships with key insurance partners.
- Streamlined the appraisal process by implementing a new digital documentation system, reducing average turnaround time by 30% and increasing overall efficiency by 20%.
- Spearheaded a training program for new hires, contributing to a 25% reduction in onboarding time for new Associate Auto Appraisers and improving overall team productivity.

## EDUCATION

### Associate of Applied Science in Auto Body Repair Technology at Massasoit Community College, Brockton, MA

Sep 2016 - May 2021

Relevant Coursework: Auto Body Repair, Collision Repair, Vehicle Refinishing, Structural Analysis, Automotive Welding, Mechanical Systems, Automotive Painting, and Estimating.

## CERTIFICATES

### Automotive Service Excellence (ASE) Certified Estimator

Oct 2021

### International Automotive Appraisers Association (IAAA) Certification

Dec 2019