

# ROXANNA CRUZ

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Athens, AL 35613

## PROFESSIONAL SUMMARY

Collaborative-focused professional dedicated to the ongoing journey of streamlining operations and promoting organizational efficiency. Methodical, well organized and performance-oriented. Works effectively with cross-functional teams; skillfully coordinate resources and administrative support to keep operations smooth and boost team productivity. Proficient in quality assurance and quality control.

## SKILLS

- Auto Body Repair Knowledge
- Work Planning and Prioritization
- Inventory Management
- Data Collection
- Claims Processing
- Blueprint Analysis
- Effective Communication
- Repair Planning
- Parts Sourcing
- Customer Service

## EDUCATION & CERTIFICATIONS

North Alabama Homebuilding Academy, Huntsville, AL 05/2026  
Construction Skills Bootcamp Certificate

North Alabama Homebuilding Academy, Huntsville, AL 05/2026  
Safety 6 Certification

Champions School of Real Estate Houston, TX 06/2018  
**Certificates:** Real Estate

Texas School of Business Houston, TX 06/2001  
**No Degree:** Undergraduate Accounting

## WORK HISTORY

**Caliber Collision - Office Administrator**  
Cypress, TX • 12/2017 - 08/2018

- Managed multi-line phone system, directed calls, and greeted customers to ensure smooth front office operations
- Streamlined check-in/check-out processes to improve customer experience and reduce wait times
- Handled accounts payable/receivable, daily cash balancing, and payroll support
- Supported Center Manager with daily operations in a high-volume national repair facilities

**Tommie Vaughn Ford - Service Advisor** Houston, TX • 09/2017 - 12/2017

- Consulted with customers to identify service needs and recommend solutions
- Coordinated with technicians and parts department to reduce turnaround times
- Managed cash drawers across multiple stations, ensuring accuracy and accountability
- Followed up with customers to ensure satisfaction and resolve outstanding issues

**Don McGill Toyota Collision Center - Collision Estimator *Houston, TX • 04/2017 - 07/2017***

- Managed DRP accounts (AAA & USAA), ensuring compliance and accurate claims processing
- Conducted detailed damage assessments and prepared precise repair estimates
- Coordinated between customers, insurance adjusters, and shop staff for seamless workflow
- Performed quality control checks and ensured estimate/invoice accuracy in real time

**Baker Nissan Collision Center - Collision Estimator *Houston, TX • 07/2016 - 11/2016***

- Handled DRP and non-DRP claims, including documentation, estimates, and supplements
- Coordinated with adjusters to process claim updates and approvals efficiently
- Ensured estimate and invoice accuracy while managing payment collection
- Delivered strong customer service to drive repeat business and referrals

**Joe Myers Ford Collision Center - Customer Service Advisor *Houston, TX • 05/2013 - 07/2016***

- Acted as liaison between customers, insurance carriers, and technicians throughout repair process
- Managed DRP accounts (Allstate & Farmers), supporting estimators and workflow coordination
- Monitored repair progress, provided status updates, and ensured quality control compliance
- Built strong customer relationships through consistent follow-up and service excellence

**Sterling Autobody Centers - Office Manager *Missouri City, TX • 08/2003 - 08/2012***

- Supported General Manager in daily operations of a national repair facility
- Supervised staff, trained new hires, and implemented processes to improve productivity
- Managed accounting functions, reporting, and filing systems to maintain financial accuracy
- Led operational improvements, including inventory control and facility coordination

**Sterling Autobody Centers - Customer Service Representative *Houston, TX • 02/2003 - 08/2003***

- Managed high-volume customer communications and improved call handling efficiency
- Tracked repair progress from intake to delivery, ensuring timely updates
- Maintained detailed customer records and ensured issue resolution
- Delivered proactive customer service to enhance satisfaction and retention

**Sterling Autobody Centers - Administrative Bookkeeper *Houston, TX • 07/2001 - 02/2003***

- Managed accounts payable/receivable and maintained accurate financial records
- Matched purchase orders with invoices and ensured proper documentation
- Reduced reporting errors through detailed data review and verification
- Improved document organization with a more efficient filing system