Danny Valli

Senior Claims Specialist | Automotive Service Advisor
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Summary

Senior claims specialist and automotive service professional with 25+ years of experience in repair shops, dealerships, and insurance. Skilled at explaining coverage and repairs clearly, building customer trust, and leading teams to high satisfaction and strong shop metrics. Adding AI, Six Sigma, and EV expertise. Authorized to work in the US for any employer.

Experience

Senior Claims Specialist, Mercury Insurance
May 2022 to Present
- Adjust automotive and mechanical breakdown claims, reading each policy closely to reach fair, timely coverage decisions.
- Protect policyholder rights with transparent, empathetic communication that explains what is covered, why, and what happens next.
- Keep policyholders, repair facilities, and other stakeholders informed at every step while applying regulatory standards to every file.

Service Advisor, Toyota Doctor Inc., Tualatin OR
March 2019 to May 2022
- Orchestrated the daily flow of customer vehicles, coordinating technicians so each job met its promised completion time and quality standard.
- Managed hours per repair order (HPRO), average repair order (ARO), and effective labor rate (ELR) on every project to keep the department profitable.
- Translated maintenance needs into clear recommendations that customers understood and trusted.

Service Advisor, Sandy Blvd Tire & Auto, Portland OR
March 2017 to March 2019
- Booked appointments and balanced the schedule of an independent tire and auto shop so work teams stayed productive.
- Checked timing and workmanship on completed jobs and tracked HPRO, ARO, and ELR.
- Advised drivers on tire and service needs so they left informed and satisfied.

Service Advisor, Vic's Auto Center, Lake Oswego OR
March 2014 to March 2017
- Met customers on the service drive and performed a thorough vehicle inspection to catch needs early.
- Explained factory-scheduled maintenance and interval services in plain terms.
- Grew labor sales while protecting customer satisfaction and healthy HPRO, ARO, and ELR.

Service Advisor, Southpark Tire & Auto Service
April 2012 to November 2013
- Ran social media and direct-marketing campaigns and managed local advertising accounts and updates.
- Led the technician team toward higher efficiency and productivity without sacrificing customer satisfaction.
- Handled the numbers behind the shop: P&L analysis, inventory management, and warranty claim administration.

Service Manager, Midas International, Centennial CO
June 2010 to April 2012
- Owned the complete shop operation, including P&L, HR, scheduling, recruiting, and training.
- Drove customer service and sales growth, and completed Midas Presidents Club Management Training.

Service Advisor, Ed Bozarth Chevrolet, Lone Tree CO
April 2008 to June 2010
- Advised dealership customers on GM-recommended maintenance and interval services after a careful vehicle inspection.
- Raised labor sales and kept satisfaction high with consistent HPRO, ARO, and ELR.
- Completed GM Factory Training and earned Platinum Level Service Consultant certification.

Earlier career, 1995 to 2008
Midas Service Manager, Pep Boys Assistant and Tire Manager, MIS Manager
- Managed full shop and 20,000 sq. ft. store operations including P&L, HR, recruiting, training, and scheduling.
- Trained 32 associates on software and hardware as MIS Manager. Midas Presidents Club, 2007.

Certifications
- ASE Service Consultant (C1), earned 2012
- MACS/IMACA 609, 1998
- Hybrid and Electric-Vehicle Systems and High Voltage Safety Training, Weber State University, 2023
- Six Sigma Foundations, 2023
- Service Advisor Skills, RLO Training, 2012

Awards
General Motors Platinum Service Advisor, 2009 | Midas Presidents Club, 2007

Education
Computer Information Systems, Metropolitan State College of Denver, 2000 to 2001
Computer Information Systems, Arapahoe Community College, 1996 to 1998

Skills
Claims management, customer service and retention, sales and sales management, P&L analysis, inventory management, RO Writer, ADP, ALLDATA, Mitchell, Microsoft Excel and Word, social media marketing, Google Ads, Glean AI and prompt engineering, Six Sigma, conflict resolution, team leadership.