

ROBERT F. COLLINS



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### Objective

To contribute over three decades of leadership, technical expertise, and industry experience to the State of Hawaii's Motor Vehicle Repair Industry Board in support of ethical standards, consumer protection, and workforce development.

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### Education

- George Washington High School – New York, NY - High School Diploma, 1989
- Honolulu Community College – Active
- ICAR – Inter-Industry Conference on Auto Collision Repair - Active
- ASE – Automotive Service Excellence - Active

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### Military Service

#### United States Marine Corps

Sergeant.—Assistant.Operations.Chief.- .Field.Artillery.Fire.Direction.Control  
1990 – 1994

- Combat Veteran, Operation Desert Storm.
- Led artillery fire coordination teams in support of combat operations.
- Supervised tactical operations, mission planning, and field communications.
- Honed skills in logistics, precision, leadership, and operational discipline.

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### Professional Experience

#### SH Fender Shop, Inc. – Honolulu, HI

President.—Owner

2012 – Present

- Current owner and President of a full-service auto collision repair and painting facility.
- Oversee daily operations, customer relations, employee management, and compliance.
- Ensure adherence to industry standards, safety, and quality repairs.
- Advocate for industry advancement through workforce training and community outreach.

**GEICO Insurance – Honolulu, HI**

**Auto.Damage.Claims.Supervisor**

**1996 – 2012**

- Managed GEICO's Auto Damage claims operations in the state of Hawaii.
- Developed a team of appraisers handling collision claims across the state of Hawaii.
- Oversaw hiring, training, performance evaluations, and staff development to ensure consistent delivery of high-quality service and productivity.
- Managed department budgeting, forecasting, and resource planning to meet targets
- Designed and implemented workflow systems that improved cycle time, appraisal accuracy, and customer satisfaction.
- Acted as primary liaison between GEICO corporate, repair facilities, vendors, and customers.
- Developed expertise in insurance protocols, shop operations, and customer service.
- Collaborated with repair facilities across the state for process improvement.

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**Earl Scheib Paint & Body – Honolulu, HI**

**Shop.Manager**

**1994 – 1996**

- Managed front-line operations of a high-volume paint and body shop at two Oahu locations
- Managed customer sales and service communications, logistics and daily operations.
- Introduced process improvements that increased shop efficiency and output.

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**Industry & Community Involvement**

**Vice President – Auto Body Paint Association of Hawaii**

- Support trade education across high schools and colleges statewide.
- Collaborate with peers to improve industry standards and training.
- Promote ethical practices and consumer advocacy.

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**Core Skills**

- Collision Repair Operations
- Claims Management & Negotiation
- Business Leadership
- Workforce Development
- Regulatory Compliance
- Customer Relations
- Veteran Leadership