



**FutureForensics**<sup>TM</sup>  
*Automotive Damage Investigations*

## RESUME OF MARK E. OLSON

### SUMMARY

Over Twenty Five years experience in the collision repair industry including Certified Instructor for The Inter-Industry Conference on Auto Collision Repair (I-CAR), Collision repair and automotive refinishing technician, body shop owner, independent insurance physical damage appraiser, staff insurance field technician / Adjuster.

### WORK HISTORY

**HUNTER ENGINEERING COMPANY – Bridgeton, Missouri**  
March 2008 – Present: Contract Trainer

**VERIFACTS SEATTLE / COLLISION COACH – Seattle, WA**  
November 2006 to Present – President

**VERIFACTS AUTOMOTIVE – Nevada/California**  
January 2003 until November 2006: Vice President / COO

**FUTURE FORENSICS - SEATTLE, WA.**  
October 1, 1997 to present: President

**PRECISION COLLISION INC. - BELLEVUE, WA.**  
October 1, 1997 - March 1, 1998: Consultant / Manager

**INTER-INDUSTRY CONFERENCE ON AUTO COLLISION REPAIR (I-CAR)**  
1993-Present: Certified Instructor in multiple disciplines.

**ALLSTATE INSURANCE COMPANY, - SEATTLE WA.**  
September 1996 – September 1997: Field Technician / Adjuster  
Special assignments and field damage analysis.

**PRECISION COLLISION INC. - BELLEVUE, WA.**  
March, 1995 - September, 1996: General Manager

**MOORE'S BODY SHOP - SEATTLE, WA.**  
June, 1992 - February, 1995: Partner / General Manager

## MARK 2 COLLISION CENTER - EVERETT, WA.

December 1991 - June 1992: New shop set up consultant. 6 Month contract.

## CRAWFORD AND COMPANY - BELLEVUE, WA.

December, 1990 - December, 1991: Contract field appraisals

## MOORE'S BODY SHOP - SEATTLE, WA.

January, 1985 – November 1990: Technician / Manager / Part Owner

## OLSON'S BODY SHOP - SEATTLE/BOTHELL, WA.

February 1982 - December 1985: Collision / Refinish Technician – Owner. Including many odd jobs with different minor employers.

# PROFESSIONAL DATA & MEMBERSHIPS

### **-State of Oregon Licensed Vehicle Appraiser**

\*License number V60-001

### **-Autobody Craftsman Association:**

\*North King County Director 1994-95

\*Education Chairman for the State of Washington 1994-95

\*North King County Co-Director 1993-94

\*Public Relations Chairman 1993-94

### **-Inter Industry Conference on Auto Collision Repair (I-CAR):**

\*Instructor; 32 hour Collision Repair 2000/3000

\*Instructor; 8 hour Glass Repair and Replacement

\*Instructor; 8 hour Plastic Repair course

\*Instructor; 8 hour Detailing course

\*Instructor; 4 hour Fundamentals of Collision Repair Course

\*Instructor; 16 hour Collision Damage Analysis course

\*Instructor; 4 hour Corrosion Protection course

\*Instructor; 4 hour Welding and Cutting Steel course

\*Instructor; 8 hour Air Conditioning Repair and Diagnosis

\*Instructor; 8 hour Structural Parts Steels Course (1&2)

\*Instructor; 4 hour Trim and Hardware course

\*Instructor; 4 hour Three Dimensional Measuring Principles Course

\*Instructor; 4 hour Structural Parts Steels 3

\*Instructor; 4 hour Straightening Structural Steels course

\*Instructor; 8 hour Heating and Cooling course

\*Instructor; 24 hour Volvo Collision Repair 1-6

\*Instructor; 4 Hour Corvette Z06 Collision Repair

\*Instructor; 16 hour Aluminum Repair

\*Instructor; 4 hour Steering and Suspension

\*Instructor; 8 hour Advanced Steering and Suspension

-Member Sno-King Committee

-Lake Washington Technical College Autobody Advisory Board Chairman 1999-2003

-Experienced Auto Skills 2 week workshop – 2<sup>nd</sup> in class.

-Automotive Service Excellence (ASE) Certified Body Technician and Vehicle Damage Estimator.

- I-CAR Platinum Individual, Certificate of Qualification; March 2001

# Publications and Articles- Seminars

- Are You Committing Fraud Without Knowing It?
- Measuring Quality Repairs – Power Point
- VeriFacts / Collision Coach Shop launch (hands on live)
- Diminished Value – What it is and What it is not – Power Point
- Suspension Diagnostic Clinic
- Intelligent Quality Control
- Plastic Repair in Shop Basics (Hands on Theory)
- Analyzing Collision Damage – A View From Both Sides of the Fence
- How Scary is the Monster Under Your Bed?
- Triple Win of Intelligent Estimating.
- Cost of a Comeback
- Automobile Accident Litigation Desk book, Published by the Washington State Trial Lawyers Association: 2000. Author of Chapter 7, Section C: “Low Impact Collisions – What is a Forensic Property Damage Evaluation and Why Would You Need One?”.