

Manley Kertzmann

Warranty Manager

Contact

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Summary

Accomplished warranty manager with 10+ years of experience in automotive and industrial settings. Adept at analyzing complex technical problems, levelling up customer service operations, and developing cost-effective strategies to reduce product returns. At XYZ Corporation streamlined processes that decreased warranty costs by 20%. Now seeking a new opportunity at ABC Company to continue driving quality improvement initiatives while maintaining the highest standards of customer satisfaction.

Employment

Warranty Manager, Employer A, Sioux Falls

January 2018 — Present

- Monitored the claims process for all warranties, ensuring that each case was resolved within the agreed upon timeframes and budget; increased customer satisfaction by 30% while reducing warranty costs by 15%.
- Formulated monthly reports to track warranty information and provide upper management with up-to-date insight into the progress of ongoing cases; prepared detailed summaries on any necessary corrective actions taken.
- Actively communicated with customers regarding their individual needs related to product warranties; addressed inquiries promptly in order to ensure a positive experience for every client served.
- Analyzed returned products based on technical specifications outlined in company policies, identified potential defects or other issues which could lead to future problems and prevented costly repairs/replacements from occurring across various departments within our organization.
- Reported findings directly to stakeholders concerning outstanding service requests, proposed long-term solutions if applicable & provided comprehensive aftercare advice when appropriate.

Warranty Manager, Employer B, Greensboro

March 2012 — December 2017

- Evaluated warranty claims and customer feedback to identify potential issues, decreased customer complaints by 20% within 3 months.
- Negotiated warranty coverage with vendors and suppliers based on existing product warranties; successfully reduced costs associated with claim refunds by 15%.
- Assessed all valid warranty requests, ensuring that customers received timely service and appropriate financial compensation according to company policy guidelines.
- Advised customers of the various options available in their particular situation while maintaining a high level of satisfaction with the services provided; 95% positive client feedback rating achieved over 6-month period.
- Proficiently managed multiple projects related to warranty programs simultaneously, achieving outstanding results within set deadlines every time for a total savings of \$17k year-on-year.

Education

Resume Template Vs Warranty

CH Cherryholmes



Resume Template Vs Warranty:

How to Write & Design a Professional Résumé to Get the Job Dale Mayer, 2008 This book CD ROM guide arms job seekers with advice on writing and formatting different types of resumes and surviving the interview process It tells how to construct a resume in difficult situations such as a recent layoff spotty work history or criminal record and offers tips on specialty resumes for IT professionals self employed job seekers students executives and military personnel Worksheets case histories examples and a glossary are included The companion CD ROM contains about 30 real life resumes in Microsoft Word format so that readers can edit them to fit their needs *Summary of Research* Indiana. Department of Transportation. Research Division, 1999 *Systems Analysis and Design Methods* Jeffrey L. Whitten, Lonnie D. Bentley, 2005-11-22 Today s students want to practice the application of concepts As with the previous editions of this book the authors write to balance the coverage of concepts tools techniques and their applications and to provide the most examples of system analysis and design deliverables available in any book The textbook also serves the reader as a professional reference for best current practices *Official Gazette of the United States Patent and Trademark Office* United States. Patent and Trademark Office, 2001 *Pharmaceutical Journal* , 1899 *American Law of Products Liability 3d* , 1987 *Vernon's Texas Rules of Civil Procedure* Texas, 1967 *Press Summary - Illinois Information Service* Illinois Information Service, 2002-05 *Report of Cases Argued and Determined in the Supreme Court and the Court of Appeals of the State of Arizona* Arizona. Supreme Court, 2010 *Summary Guidelines for Technology Procurement in Health Care Institutions* Alliance for Engineering in Medicine and Biology, 1977 *Use of Performance Warranties on Roadway Construction Projects* Jerry Stephens, 2002 *Products Liability Reporter* , 1993 **Food & Sanitation** , 1895 *Reports of Cases Argued and Determined in the Supreme Judicial Court of the Commonwealth of Massachusetts* Massachusetts. Supreme Judicial Court, 1990 **West's Federal Practice Digest 4th** , 2003 Locate federal cases decided in the U S Supreme Court Court of Appeals district courts Claims Court bankruptcy courts Court of Military Appeals the Courts of Military Review and other federal courts This Key Number Digest contains all headnotes classified according to West s Key Number System for federal court decisions reported from 1984 to the present The topics are listed in alphabetical order The Key Numbers within those topics are listed in numerical order Each topic begins with scope notes about subjects included and subjects excluded and covered by other topics Also there is an outline of the topic which includes a list of all Key Numbers in that topic Headnotes are collected by jurisdiction or court and filed according to the West Key Number System

North western reporter. Second series. N.W. 2d. Cases argued and determined in the courts of Iowa, Michigan, Minnesota, Nebraska, North Dakota, South Dakota, Wisconsin , 1989 **West's Federal Supplement** , 1998 **Understanding the Legal Aspects of Design/build** Timothy R. Twomey, 1989 This practical design build guide will help you Evaluate and compare various design build methods Analyze the strengths and weaknesses of design build

systems Understand your role responsibilities and liabilities as contractor designer or client Use prototype design build contracts *Use of Warranties in Road Construction* Donn E. Hancher, 1994 This synthesis on the use of warranties in road construction will be of interest to administrators engineers designers and contractors involved with highway design and construction and the procurement process for these services Experiences with use of warranties in Europe and the United States are cited and the potential impacts benefits and concerns of using warranties in the United States are identified Actions needed to facilitate the use of warranties for highway projects in the United States are also discussed The use of warranties in road construction is relatively widespread in the European highway industry compared to practice in the United States where use has been limited This report of the Transportation Research Board describes the various methods used in Europe for highway industry warranties and identifies the issues that need to be addressed before construction warranties can be translated to U S practice Recent congressional proposals call for the use of warranties to be allowed on federal aid highway projects This has caused varied reactions from the parties involved in the design and construction of highways resulting in a General Accounting Office study on methods for improving the quality of federal aid highways including the use of warranties Ultimately the owner will have to decide whether to use warranties in highway construction projects Some of the potential benefits and concerns of using warranties plus needed actions for successful implementation are presented in this synthesis which is considered a snapshot of the issues at the time of publication **West's New York Digest** ,2003

Ignite the flame of optimism with is motivational masterpiece, **Resume Template Vs Warranty** . In a downloadable PDF format (*), this ebook is a beacon of encouragement. Download now and let the words propel you towards a brighter, more motivated tomorrow.

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