

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, leveling 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

Employer A

Warranty Manager, 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.

Employer B

Warranty Manager, 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

Educational Institution XYZ

Bachelor of Science in Business Administration, November 2011

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Resume Template This Week 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 *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 **PC World** ,2000 FTC News Summary ,1979 **InfoWorld** ,1988-01-25 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Report of Cases Argued and Determined in the Supreme Court and the Court of Appeals of the State of Arizona** Arizona. Supreme Court, 2010 *Construction Operations Manual of Policies and Procedures* Andrew M. Civitello, 2000 Filled with procedures for successfully managing construction operations this work features over 300 pages of methods strategies and tactics forms and ready to copy letters all laid out in a concise easy to grasp style Devoted to the design build process it also offers coverage of the advances in claims and dispute resolution **InfoWorld** ,1991 *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 *Uniform Commercial Code Reporting Service*, 1986 *Uniform Commercial Code Reporting Service, Second Series*, 1991 **InfoWorld**, 1988-05-02 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *West's Federal Supplement*, 2002 Cases decided in the United States district courts United States Court of International Trade and rulings of the Judicial Panel on Multidistrict Litigation **Summary of Research** Indiana. Department of Transportation. Research Division, 1999 **American Law Reports, Second Series: Later Case Service**, 1965 **Construction Specifications** William T. Lohmann, 1992 A systematic approach to the review of project documents from outline specification through the complete project manual is presented in this book It contains explanatory text and detailed checklists based on industry standards to aid specifiers engineers specialty consultants and designers The book is designed to be used as a reference book to provide descriptions of legal requirements and administrative procedures in order to avoid the costly disputes that can arise during construction **Symposium**, 2009 **Products Liability** Jerry J. Phillips, 1994 *The Insurance Cyclopaedia. Being a Dictionary ... a Biographical Summary ... a Bibliographical Repertory ... an Historical Treasury ...* Encyclopaedias, Cornelius Walford, 1874 **Casenote Legal Briefs** Casenotes, Douglas J. Whaley, 2000 For over two decades Casenote Legal Briefs have helped hundreds of thousands of students prepare for classes and exams year after year with unparalleled results Known throughout the law school community as high quality legal study aids Casenotes popular series of legal briefs are the most comprehensive legal briefs available today With over 100 Casenotes published today in all key areas ranging from Administrative Law to Wills Trusts and Estates each and every Casenote offers professionally written briefs of the cases in your casebook coverage that is accurate and up to date editor s analysis explaining the relevance of each case To the course coverage built on decades of experience the highest commitment to quality and don t forget Aspen s other popular study aids Click here to buy all your study aids

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