

# 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

#### 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 \$1.7k year-on-year.

### Education

Educational Institution XYZ

Bachelor of Science in Business Administration, November 2011

# Resume Template Today Warranty

**CL Gary**

## **Resume Template Today Warranty:**

**The Resume Handbook** Arthur D Rosenberg,2007-12 The latest edition of the popular Resume Handbook 5th edition is a straightforward approach to writing resumes designed for that purpose It contains 37 resumes each addressing a specific challenge and approach and organized according to the needs and objectives of different job seekers This handbook focuses on organization to immediately capture attention the basics what to include and what to leave out and accomplishments presents the job seeker as an achiever   **Resumes that Mean Business** David R. Eyler,1990 Guide to writing resumes Includes 75 annotated resumes with the features employers like best and word processing tips   **New York Magazine** ,1992-04-13 New York magazine was born in 1968 after a run as an insert of the New York Herald Tribune and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the magazine's consistent mission has been to reflect back to its audience the energy and excitement of the city itself while celebrating New York as both a place and an idea   **The Software Catalog**. **Business Software** ,1985   **Restaurant Hospitality** ,1987-07   **Advertising Age** ,1988   **The Software Encyclopedia** ,1986   **PC** ,1985   **Broadcasting** ,1964   **The Software Catalog** ,1986   **The Software Encyclopedia 2000** Bowker Editorial Staff,2000-05   **Pizza Today** ,2005   **PC Magazine** ,1993-10   **The Legal Gazette** ,1871   **InfoWorld** ,1987   **Adweek** ,1993 Vols for 1981 include four special directory issues   **Builder** ,2002   **Industrial Photography** ,1983   **MacUser** ,1992   **Microtimes** ,1990

## Decoding **Resume Template Today Warranty**: Revealing the Captivating Potential of Verbal Expression

In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its power to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Resume Template Today Warranty**," a mesmerizing literary creation penned with a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring affect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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## **Resume Template Today Warranty Introduction**

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