

Isamary Clausius

Warranty Manager

Profile

Results-driven Warranty Manager with 5 years of experience in optimizing warranty processes and enhancing customer satisfaction. Adept at managing warranty claims, coordinating with suppliers, and implementing cost-saving strategies. Proven track record of improving warranty performance, streamlining operations, and contributing to overall business growth. Strong analytical and problem-solving skills with a focus on continuous improvement and team collaboration.

Employment History

Warranty Manager at Kansas Warranty Services, KS

Apr 2023 - Present

- Successfully reduced warranty claim processing time by 30% through implementing an efficient tracking system and improving communication with customers and technicians, resulting in increased customer satisfaction and reduced overhead costs for Kansas Warranty Services, KS.
- Identified and resolved a recurring product defect issue, leading to a 25% reduction in warranty claims filed and saving the company an estimated \$100,000 in potential repair and replacement costs over a one-year period.
- Developed and led a team of five warranty specialists, achieving a 90% success rate in resolving warranty claims within the first contact, effectively improving customer retention and contributing to an overall increase in company revenue by 15%.

Assistant Warranty Manager at KS Protection Solutions, KS

Jul 2018 - Feb 2023

- Successfully reduced warranty claims by 30% within the first year through implementing more efficient warranty tracking systems and providing comprehensive training to the team members at KS Protection Solutions.
- Streamlined the warranty claim process, resulting in a 25% decrease in processing time and a 15% increase in customer satisfaction ratings, as measured through customer feedback surveys.
- Identified and resolved over 100 outstanding warranty issues within a six-month period, leading to a significant reduction in backlog and an improvement in overall company reputation.
- Collaborated with the Sales and Marketing teams to develop a new warranty package that increased sales by 20% in the first quarter after its introduction, contributing to the overall growth of KS Protection Solutions.

Certificates

Certified Warranty Manager (CWM)

Apr 2022

 isamary.clausius@gmail.com
 (325) 446-2672
 123 Maple St, Wichita, KS 67212

Education

Bachelor of Business Administration in Operations Management at Kansas State University, Manhattan, KS

Sep 2014 - May 2018

Relevant Coursework: Operations Management, Supply Chain Management, Process Improvement, Quality Management, Project Management, Lean Manufacturing, Six Sigma, Inventory Control, Logistics, Strategic Planning, and Business Analytics.

Links

[linkedin.com/in/isamaryclausius](https://www.linkedin.com/in/isamaryclausius)

Skills

Negotiation

Analytical thinking

Risk assessment

Conflict resolution

Technical knowledge

Customer service

Time management

Languages

English

Russian

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J Dewey



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