

Lester Bryant

Warranty Manager

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Summary

Highly skilled Warranty Manager with over 10 years of experience in managing warranty claims, analyzing warranty data, and negotiating extended warranty agreements. Proven ability to reduce claim costs by 15% through proactive analysis and negotiations, and improve claim resolution time by 20% through the implementation of a warranty tracking system. Excellent communication, negotiation, and problem-solving skills, with a deep understanding of warranty regulations and industry best practices.

Education

Business Administration, CGPA: 7.9

Experience

Apple

Jul 2022 - Present

Warranty Manager

- Provided technical support and training to customer service representatives on warranty procedures, ensuring consistent handling of claims.
- Developed and maintained a robust warranty database, tracking product registration, claims history, and repair information.
- Collaborated with legal counsel to draft and review warranty contracts, ensuring compliance with industry regulations and protecting company interests.
- Audited warranty repair contractors, verifying compliance with warranty standards and minimizing fraud.

Samsung

Warranty Manager

- Managed warranty claims for over 20,000 products annually, reducing claim costs by 15% through proactive analysis and negotiations.
- Developed and implemented warranty tracking system, improving claim resolution time by 20% and enhancing customer satisfaction.
- Negotiated extended warranty agreements with over 10 major suppliers, extending coverage and increasing revenue stream by 5%.
- Analyzed warranty data to identify trends and product defects, collaborating with engineering teams to improve product reliability.

Skills

Warranty Management

Root Cause Analysis

Warranty Claim Processing

Statistical Analysis

Six Sigma

Data Analysis

Accomplishments

- Developed and implemented a predictive analytics model that identified high-risk warranty claims, reducing warranty spend by 10%.
- Led a cross-functional team to implement a new warranty management system, resulting in a 20% increase in warranty claim processing efficiency.
- Developed a comprehensive warranty training program for field technicians, improving warranty claim accuracy by 15%.
- Collaborated with engineering and design teams to identify and mitigate potential warranty issues, reducing product recall costs by 25%.
- Implemented a warranty tracking system that provided real-time visibility into warranty performance, enabling proactive decision-making.

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Arthur D Rosenberg, David V. Hizer

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