

Jason Morales

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Detail-oriented Warranty Manager with 5+ years of experience reducing warranty costs and improving claim processing. Strong track record streamlining warranty operations while maintaining excellent vendor relations. Known for implementing data tracking systems that cut processing time by 43% and reduced claim rejections by nearly a third. Looking to leverage analytical and leadership skills in a manufacturing environment.

PROFESSIONAL EXPERIENCE

Warranty Manager | Northland Manufacturing, Inc. | Minneapolis, MN | January 2021 - Present

- Lead a team of 6 warranty specialists processing 1,200+ monthly claims across 4 product lines
- Decreased average claim processing time from 12 days to 6.8 days by redesigning workflow and implementing new tracking system
- Saved \$278K annually by identifying recurring failure patterns and collaborating with engineering to resolve root causes
- Negotiated more favorable warranty terms with 3 key suppliers, resulting in 22% reduction in parts replacement costs
- Created monthly warranty performance reports for executive team, highlighting trends and cost-saving opportunities

Warranty Coordinator | Minnesota Equipment Supply | St. Paul, MN | March 2019 - December 2020

- Managed warranty claims for agricultural and construction equipment, processing ~400 claims monthly
- Reduced warranty claim rejections by 31% through improved documentation standards and staff training
- Collaborated with service technicians to ensure proper diagnosis and repair documentation
- Recovered \$142K in previously denied claims by developing a systematic approach to appeals

Customer Service Specialist | Midwest Parts & Service | Bloomington, MN | June 2018 - February 2019

- Handled customer inquiries regarding product warranties and return policies
- Assisted warranty department during peak periods, gaining initial experience with claims processing
- Maintained 94% customer satisfaction rating while resolving complex warranty issues

EDUCATION & CERTIFICATIONS

Bachelor of Business Administration - Supply Chain Management | University of Minnesota - Twin Cities, 2018

Certifications: • Warranty Management Certification (WMC) - Warranty Chain Management, 2020 • Certified Warranty Professional - Warranty Week, 2022 • Six Sigma Green Belt - American Society for Quality, 2021

SKILLS

- Warranty Claims Processing
- Supplier Negotiations
- Root Cause Analysis
- Warranty Cost Reduction
- Team Leadership
- SAP Warranty Module
- Microsoft Excel (advanced)
- Claims Documentation
- Warranty Policy Development

Resume Template Update Warranty

Wendy S. Enelow, Louise Kursmark

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located to the right of the authors' names.

Resume Template Update Warranty:

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same r sum to answer tough questions at the interview table Features sample r sum s and cover letters and shows why linking each aspect of the job hunt is the key to employment then provides proven techniques how to do it Shows you how to assess and target career directions prepare r sum s and references locate companies with jobs succeed at the interviewing table and negotiate the deal you want Coal Review ,1922 *Electrical World* ,1916 **InfoWorld** ,1994-04-25
InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Domestic Engineering ,1916 *Domestic Engineering and the Journal of Mechanical Contracting* ,1916 **Expert Resumes for Career Changers** Wendy S. Enelow,Louise Kursmark,2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples **India Today International** ,2000-07 Flying: Used Planes - What Ten Grand Can Buy ,1976

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