

Jason Morales

Phone: (612) 555-8274 | Email: jason.morales@email.com | LinkedIn: linkedin.com/in/jasonmorales | Location: Minneapolis, MN 55401

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 Deal Warranty

Didier Musso



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Centers InfoWorld also celebrates people companies and projects **The Software Encyclopedia 2000** Bowker Editorial Staff,2000-05 **The Jewelers' Circular** ,1927 *Building Systems* ,2000-07 Building Systems Magazine BSM is an award winning United States based trade magazine read by builders developers and general contractors using or considering using innovative construction technologies Once commonly known as pre fab today s modern building systems employ innovative materials and techniques to create residential or commercial structures in a factory setting in a fraction of the time it takes to site build BSM focuses mainly on log timber frame modular panel and structural insulated panel building technologies Since factory fabrication and site preparation take place simultaneously structures are finished and ready for occupancy in weeks rather than months or years as required by conventional site building schedules *Billboard* ,1994-07-30 In its 114th year Billboard remains the world s premier weekly music publication and a diverse digital events brand content and data licensing platform Billboard publishes the most trusted charts and offers unrivaled reporting about the latest music video gaming media digital and mobile entertainment issues and trends **InfoWorld** ,1987-10-19 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **InfoWorld** ,1988-08-08 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Computerworld** ,1990-02-12 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network Builder ,2001 *Personal Computing* ,1984 **Advertising Age** ,1988

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