

Robert Smith

Warranty Specialist

PERSONAL STATEMENT

Outgoing, energetic Warranty Specialist professional with the ability to master new tasks quickly, work on multiple assignments and manage rapidly changing assignments in a fast-paced team/individual environment. Driven to achieve business objectives, going above expectations of employer. Excellent communication skills and a positive demeanor.

WORK EXPERIENCE

Warranty Specialist

ABC Corporation - September 2015 - October 2015

Responsibilities:

- Interacted with customers in a respectful manner by providing relevant information which creates mutual understanding of any corrective action needed.
- Self-managed assigned work schedules and work orders.
- Completed and submitted required paperwork that is neat, accurate, thorough and timely.
- Kept team members informed of customer interactions and actions taken.
- Followed established Renewal by Andersen process, making recommendations for process improvement.
- Coached, trained and supported service team members.
- Revised daily quality reporting program to include all customers and provide tracking of key quality issues.

Warranty Specialist

Delta Corporation - 2012 - 2015

Responsibilities:

- Processed warranty orders, analyzed claims for replacement parts, authorized payments for claims, sent out replacement parts, processed mail, .
- Provide quality claim handling for customers with a focus on exceptional customer service in the call center and field operations - Handle Part .
- Provide customer service to customers calling in to make inquiries by phone about statement questions.
- Update & ensure accuracy of customer account information.
- Set up service calls for those issues that required more troubleshooting.
- Troubleshoot printers, laptops, computers and major appliances over the phone.
- Provided dealers with both telephone and email warranty service information and return merchandise authorization if deemed necessary.

Education

Associates Of Science

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office, Tale-o,
People soft,
MSP, Mainframe.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Resume Template This Week Warranty

**United States. Congress. Senate.
Committee on the Judiciary.
Subcommittee on Antitrust and
Monopoly**

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Automotive Repair Industry United States. Congress. Senate. Committee on the Judiciary. Subcommittee on Antitrust and Monopoly,1969 The Software Catalog. Business Software ,1985 Billboard ,1977-06-18 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 **PC Mag** ,1985-11-12 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology **Broadcasting** ,1964 **Restaurant Hospitality** ,1987-07 **Adweek** ,1993 Vols for 1981 include four special directory issues **Editor & Publisher** ,1982-10 The fourth estate **Gregg College Keyboarding & Document Processing** ,2002 Floor Covering Weekly ,2005

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 **Automotive Repair Industry** United States. Congress. Senate. Committee on the Judiciary. Subcommittee on Antitrust and Monopoly,1969 **DBASE IV 2.0 Programming** Cary N. Prague,1994 All inclusive user friendly and filled with helpful illustrations this groundbreaking work provides the most detailed treatment to date of dBASE IV programming commands functions menus windows testing and debugging procedures and documentation techniques **DBASE IV 1.1 Programming** Cary N. Prague,James E. Hammitt,1990 This updated book offers a complete course in programming with dBASE IV Version 1 1 **CFO.** ,1989 **Pennsylvania CPA Journal** Pennsylvania Institute of Certified Public Accountants,1987 **Microtimes** ,1996

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