

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 axes, 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 Discount Warranty

Clifford Lane

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the name 'Clifford Lane'.

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