

Manley Kertzmann

Warranty Manager

Contact

manley.d.kertzmann@gmail.com

390-973-5647

[linkedin.com/in/manley-kertzmann](https://www.linkedin.com/in/manley-kertzmann)

Summary

Accomplished warranty manager with 10+ years of experience in automotive and industrial settings. Adept at analyzing complex technical problems, leveling up customer service operations, and developing cost-effective strategies to reduce product returns. At XYZ Corporation streamlined processes that decreased warranty costs by 20%. Now seeking a new opportunity at ABC Company to continue driving quality improvement initiatives while maintaining the highest standards of customer satisfaction.

Employment

Warranty Manager, Employer A, Sioux Falls

January 2018 — Present

- Monitored the claims process for all warranties, ensuring that each case was resolved within the agreed upon timeframes and budget; increased customer satisfaction by 30% while reducing warranty costs by 15%.
- Formulated monthly reports to track warranty information and provide upper management with up-to-date insight into the progress of ongoing cases; prepared detailed summaries on any necessary corrective actions taken.
- Actively communicated with customers regarding their individual needs related to product warranties; addressed inquiries promptly in order to ensure a positive experience for every client served.
- Analyzed returned products based on technical specifications outlined in company policies, identified potential defects or other issues which could lead to future problems and prevented costly repairs/replacements from occurring across various departments within our organization.
- Reported findings directly to stakeholders concerning outstanding service requests, proposed long-term solutions if applicable & provided comprehensive aftercare advice when appropriate.

Warranty Manager, Employer B, Greensboro

March 2012 — December 2017

- Evaluated warranty claims and customer feedback to identify potential issues, decreased customer complaints by 20% within 3 months.
- Negotiated warranty coverage with vendors and suppliers based on existing product warranties; successfully reduced costs associated with claim refunds by 15%.
- Assessed all valid warranty requests, ensuring that customers received timely service and appropriate financial compensation according to company policy guidelines.
- Advised customers of the various options available in their particular situation while maintaining a high level of satisfaction with the services provided; 95% positive client feedback rating achieved over 6-month period.
- Proficiently managed multiple projects related to warranty programs simultaneously, achieving outstanding results within set deadlines every time for a total savings of \$1.7k year-on-year.

Education

Resume Template Prices Warranty

Chao Zhang

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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 **HotelBusiness** ,1997 InfoWorld ,1988-08-22 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *Directory of Educational Software for Nursing* ,1990 The Software Catalog. Business Software ,1985 Army, Navy, Air Force Journal & Register ,1966 *The Software Encyclopedia* ,1986

Catalog of Sears, Roebuck and Company Sears, Roebuck and Company,1979 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 InfoWorld ,1988-07-25 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *R.R. Bowker's Software for Schools* ,1987 *CFO* ,1989 **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

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 **Pennsylvania CPA Journal** Pennsylvania Institute of Certified Public Accountants,1987 *The Jewelers' Circular* ,1927 *Board of Contract Appeals Decisions* United States. Armed Services Board of Contract Appeals,1985 Compute ,1992-07 **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 Flying Magazine ,1971-12

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