

# Manley Kertzmann

## Warranty Manager

### Contact

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390-973-5647

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### 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

#### Employer A

Warranty Manager, 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.

#### Employer B

Warranty Manager, 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 \$17k year-on-year.

### Education

Educational Institution XYZ

Bachelor of Science in Business Administration, November 2011

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