

Isamary Clausius

Warranty Manager

Profile

Results-driven Warranty Manager with 5 years of experience in optimizing warranty processes and enhancing customer satisfaction. Adept at managing warranty claims, coordinating with suppliers, and implementing cost-saving strategies. Proven track record of improving warranty performance, streamlining operations, and contributing to overall business growth. Strong analytical and problem-solving skills with a focus on continuous improvement and team collaboration.

Employment History

Warranty Manager at Kansas Warranty Services, KS

Apr 2023 - Present

- Successfully reduced warranty claim processing time by 30% through implementing an efficient tracking system and improving communication with customers and technicians, resulting in increased customer satisfaction and reduced overhead costs for Kansas Warranty Services, KS.
- Identified and resolved a recurring product defect issue, leading to a 25% reduction in warranty claims filed and saving the company an estimated \$100,000 in potential repair and replacement costs over a one-year period.
- Developed and led a team of five warranty specialists, achieving a 90% success rate in resolving warranty claims within the first contact, effectively improving customer retention and contributing to an overall increase in company revenue by 15%.

Assistant Warranty Manager at KS Protection Solutions, KS




Jul 2018 - Feb 2023

- Successfully reduced warranty claims by 30% within the first year through implementing more efficient warranty tracking systems and providing comprehensive training to the team members at KS Protection Solutions.
- Streamlined the warranty claim process, resulting in a 25% decrease in processing time and a 15% increase in customer satisfaction ratings, as measured through customer feedback surveys.
- Identified and resolved over 100 outstanding warranty issues within a six-month period, leading to a significant reduction in backlog and an improvement in overall company reputation.
- Collaborated with the Sales and Marketing teams to develop a new warranty package that increased sales by 20% in the first quarter after its introduction, contributing to the overall growth of KS Protection Solutions.

Certificates

Certified Warranty Manager (CWM)

Apr 2022

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 (325) 446-2672
 123 Maple St, Wichita, KS 67212

Education

Bachelor of Business Administration in Operations Management at Kansas State University, Manhattan, KS

Sep 2014 - May 2018

Relevant Coursework: Operations Management, Supply Chain Management, Process Improvement, Quality Management, Project Management, Lean Manufacturing, Six Sigma, Inventory Control, Logistics, Strategic Planning, and Business Analytics.

Links

[linkedin.com/in/isamaryclausius](https://www.linkedin.com/in/isamaryclausius)

Skills

Negotiation

Analytical thinking

Risk assessment

Conflict resolution

Technical knowledge

Customer service

Time management

Languages

English

Russian

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Pelletier, 1996 **"Shallow-draft Vessel Owners Foreign"** James Laurence Pelletier, 1996 **Worldwide Ship and Boat Repair Facilities** James Laurence Pelletier, 1997 **Expert Resumes for Engineers** Wendy S. Enelow, Louise Kursmark, 2009 *Expert Resumes for Engineers* features an impressive collection of more than 180 pages of professionally written resume samples for all of the most prevalent types of engineers including civil mechanical industrial electrical electronics computer and more Plus top professional resume writers Enelow and Kursmark share tips and strategies for writing outstanding engineering resumes and finding the best jobs **Expert Résumés for Managers and Executives** Wendy S. Enelow, Louise Kursmark, 2007 This collection of resumes is aimed at people at all levels of management from front line supervisors to top level executives In addition to hundreds of pages of sample resumes the authors present sound resume writing advice including how to create and use an electronic resume The appendix includes Internet resources for an effective online job search New for the second edition is a section of cover letter samples and writing advice **Worldwide Cruise Ships, and Inland and Coastal Waterways Entertainment Vessels Directory** James Laurence Pelletier, 1999

New York Magazine, 1992-04-13 *New York magazine* was born in 1968 after a run as an insert of the *New York Herald Tribune* and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the magazine's consistent mission has been to reflect back to its audience the energy and excitement of the city itself while celebrating New York as both a place and an idea **Expert Resumes for Career Changers** Wendy S. Enelow, Louise Kursmark, 2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities *Expert Resumes for Career Changers* shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters

and a collection of cover letter samples *Job Search* Kenneth M. Dawson,1988 Broadcasting ,1963 Expert Resumes for Teachers and Educators Wendy S. Enelow,Louise Kursmark,2005 This new second edition includes 180 pages of completely new sample resumes aimed at teachers at all levels educational administrators and other educators and trainers Plus there are step by step instructions for writing great resumes situation specific employment trends and career strategies and an appendix of helpful online resources **Job Searching Online For Dummies?** Pam Dixon,1998-05-27 Every job hunter knows the Internet is loaded with career opportunities Job Searching For Dummies lights the path to the perfect job The CD ROM contains the software necessary for connecting to a selected online service templates for building an online resume a Web browser and an HTML file link to all of the sites listed in the directory 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* ,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 **Editor & Publisher** ,1984 **The Software Catalog** ,1986 *InfoWorld* ,1984-08-06 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Advertising Age ,1961 Includes articles about advertising campaigns agency appointments and government actions affecting advertising and marketing **India Today International** ,2000

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