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## Automotive Warranty Administrator Resume

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### Job Objective

Automotive Warranty Administrator seeking position in which to use my skills to their fullest to help improve the organization as a whole.

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### Summary of Qualifications:

- Strong experience with Warranty Policy Administration in an automotive dealership
  - Sound knowledge of the Automotive industry
  - Ability to produce accurate, neat and auditable administration
  - Ability to resubmits all rejected claims promptly and receives authorization to write them of
  - Ability to processes warranty claims on a timely basis for each franchise and distributor
  - Ability to interact with the customers and provide support
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### Work Experience:

Automotive Warranty Administrator, November 2007 – Present  
Power Nissan Tempe, Chico, CA

- Processed claims by insurance companies and customers within one working day, resolved all discrepancies in charge back.
- Coordinated with the manufacturer's warranty representatives to help resolve customer issues.
- Recorded any claims for warranty and repaired or changed the part in accordance to the policy of the company.
- Assisted technicians with any questions regarding the claims.
- Regulated the safety requirements of the workstation in accordance with OSHA.
- Participated in various seminars and conferences regarding the warranty of vehicles.

Automotive Warranty Administrator, December 2001 – October 2007  
Lyle Pearson, Chico, CA

- Prepared all records needed by the manufacturer and distributor to verify the claim.
  - Collected all warranty claim parts to be shipped back to the manufacturer and prepare the necessary paperwork for the same.
  - Streamlined the warranty receivable and obtained payment for the same.
  - Maintained all customer record as required by the warrantor.
  - Prepared paperwork for warranty parts, repair order number and the date in which the old part was replaced.
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### Education:

High School Diploma, John Hersey High School, Arlington Heights, IL

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