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## Warranty Manager Resume

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### Job Objective

Seeking a career as Warranty Manager in which I can use my skills and experience to grow with company and become a valued member of the team.

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### Highlights of Qualifications:

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- Experience in providing excellent customer services, managing working of warehouses and monitoring working of project
  - Operational knowledge of wireless infrastructure systems
  - Remarkable ability to manage multiple projects and complete it on deadline
  - Ability to develop and manage projects
  - Skilled to develop and give presentations
  - Exceptional skills to provide customer services
  - Familiarity in identifying and resolving issues
  - Proficient in working on Viso and Microsoft Access
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### Professional Experience:

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#### Warranty Manager

Dana Corp, Jacksonville, FL

October 2008 – Present

- Administered everyday activities of warranty programs.
- Monitored all logs for claims, investigated each individual case and managed billing request for same.
- Coordinated with field market experts and warranty service providers and resolved all warranty issues.
- Managed all warranty data and generated regular reports on same.
- Collaborated with supply chain group and resolved all product faults.
- Performed audits on warranty cost management and identified any discrepancies.
- Assisted key clients in resolving all warranty related claims.

#### Warranty Supervisor

DynCorp International LLC., Jacksonville, FL

August 2003 – September 2008

- Trained team on all company policies and warranty procedures.
- Analyzed and developed new performance standards for products.
- Monitored inventory and managed movements of all physical goods.
- Managed inventory and resolved all discrepancies in same.
- Supervised all employees in Inventory control and Quality Auditing teams.
- Assisted all employees in improving process efficiency.

#### Warranty Coordinator

URS Corporation, Jacksonville, FL

May 1998 – July 2003

- Monitored all customer products for warranty claims and ensured its repair and re shipment.
  - Coordinated with customers and ensured timely delivery of return goods.
  - Managed all warranty claims by customer and investigated reason of return.
  - Analyzed and interpreted all procedures and guidelines.
  - Collaborated with warranty team and determined status of all customer activities.
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### Education:

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Bachelor's Degree in Business

Kendall College, Evanston, IL

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