ROBERT SMITH

Warranty Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Warranty Analyst with 2 years of experience in Recording and managing warranty data, generate reports for the parent company and customers, and also Interacting directly with factory engineering, quality, and commercial staff as needed.

CORE COMPETENCIES

Detail-Oriented, MS Office, Analyst.

PROFESSIONAL EXPERIENCE

Warranty Analyst

ABC Corporation - May 2016 – 2016

Key Deliverables:

- Determined liability by evaluating claim information such as eyewitness accounts, statements, company policies.
- Evaluated information for relevance to claims.
- Ensured all handling of claims complied with company guidelines.
- Determined liability of all parties to a claim.
- Determined the value of claims.
- Participated in negotiations for claim settlement.
- Ensured accurate and timely claims payment.

Warranty Analyst

Delta Corporation - 2012 – 2016

Key Deliverables:

- Provides technical analysis regarding the causes and failure modes on warranty claims for all D&W distributed products.
- Handles warranty reporting in the Access Database System and assists with warranty resolutions to our branches and if required, to our customers.
- Assists the Quality Engineer and Production Shops by identifying warranty failures and improvements.
- Works with the Quality Engineer in other related quality endeavors.
- Provides technical analysis regarding the causes and failure modes on warranty claims for all D&W distributed products.
- Handles warranty reporting in the Access Database System and assists with warranty resolutions to our branches and if required to our customers.
- Assists the Quality Engineer and Productions Shops by identifying warranty failures and improvements.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420
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- Associates In Business

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