EMMA JOHNSON

Warranty Specialist

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PROFESSIONAL SUMMARY

Seasoned Warranty Specialist with 7 years of experience in managing warranty claims and enhancing customer satisfaction. Proficient in analyzing complex warranty data, resolving issues, and implementing process improvements. Known for fostering strong relationships with customers and vendors, ensuring prompt resolutions and compliance. Eager to leverage expertise to drive operational excellence and service quality.

WORK EXPERIENCE

Warranty Specialist

🛗 Jan / 2021-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Collected, managed, and processed warranty claims, ensuring compliance with company policies.
- 2. Directed the preparation and submission of service and parts warranty documentation.
- 3. Executed daily operations including invoice processing and data entry related to warranty claims.
- 4. Coordinated communication between departments to streamline claim resolutions.
- 5. Trained staff on warranty processes and customer service best practices.
- 6. Analyzed claim data to identify trends and potential areas for process improvement.
- 7. Maintained accurate records of warranty claims and customer interactions.

Warranty Specialist

🛗 Jan / 2018-Jan / 2021

Lakeside Apparel Co

T Chicago, IL

- 1. Managed incoming calls to convert inquiries into warranty claims.
- 2. Led initiatives to improve closing efficiency and customer follow-ups.
- 3. Handled multi-line phone systems, scheduling appointments, and data entry.
- 4. Coordinated with field agents to ensure timely inspections for warranty claims.
- 5. Assisted warehouse staff in managing inventory related to warranty services.
- 6. Processed OEM warranty claims for major electronic brands, ensuring accuracy and compliance.
- 7. Provided exemplary customer service in a call center environment, addressing warranty-related inquiries.

EDUCATION

Bachelor of Science in Business Administration

🛗 Jan / 2015-Jan / 2018

University of Phoenix

♣ Phoenix, AZ

Focused on business management and customer relations.

SKILLS

Warranty Data Analysis

Claim Processing

Customer Relationship Management

Software Proficiency

ACHIEVEMENTS

Reduced warranty claim processing time by 30% through workflow optimization.

Achieved a 95% customer satisfaction rating by enhancing communication protocols.

Successfully managed and resolved over 1,000 warranty claims annually.