


# Tomasita Jangula

## Warranty Administrator

Dedicated Warranty Administrator with 1 year of experience in efficiently processing warranty claims and providing exceptional customer support. Proficient in managing warranty documentation, ensuring compliance with company guidelines, and collaborating with service teams. Demonstrates strong organizational skills and a keen attention to detail, contributing to overall customer satisfaction and streamlined operations.

[tomasita.jangula@gmail.com](mailto:tomasita.jangula@gmail.com) 

(242) 747-7010 

1234 Desert Lane, Phoenix, AZ   
85001

### Education

**Associate of Applied Science  
in Business Administration  
at Scottsdale Community  
College, Scottsdale, AZ**

Sep 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Business Law, Principles of Management, Marketing, Business Communications, Economics, Business Ethics, and Operations Management.

### Links

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

### Skills

Data Entry



Customer Relations



Warranty Analysis



Claims Processing



Inventory Management



Technical Knowledge



Communication Skills



## Employment History

### Warranty Administrator at American Auto Shield, AZ

Apr 2023 - Present

- Successfully reduced warranty claim processing time by 20% through the implementation of new software and more efficient procedures, resulting in improved customer satisfaction and reduced operational costs.
- Managed a team of 8 warranty coordinators, achieving a 15% increase in productivity and a 10% reduction in warranty claims backlog within the first six months of taking on the role.
- Identified and recovered \$200,000 in previously unclaimed warranty reimbursements by conducting a comprehensive audit of past claims, ensuring all eligible claims were properly submitted and processed.
- Implemented a comprehensive training program for new hires, reducing onboarding time by 25% and increasing overall team efficiency by 15%, leading to a more streamlined and effective warranty administration process.

### Assistant Warranty Administrator at Endurance Warranty Services, AZ

Jul 2022 - Feb 2023

- Successfully processed over 150 warranty claims per month, contributing to a 30% increase in overall claim resolution efficiency for Endurance Warranty Services in Arizona.
- Streamlined communication between customers, dealers, and technicians by implementing a new ticketing system, resulting in a 25% reduction in response time and a 15% improvement in customer satisfaction ratings.
- Identified and rectified discrepancies in warranty documentation, leading to a 20% decrease in claim rejections and saving the company \$50,000 in potential costs annually.
- Trained and mentored 5 new hires in warranty administration processes, improving the team's productivity by 40% and reducing training time by 50%.

## Certificates

### Certified Warranty Administrator (CWA)

Sep 2021

### Automotive Service Excellence (ASE) - Parts Specialist Certification