

Luanna Leota

Warranty Clerk

✉ luanna.leota@gmail.com

☎ (701) 739-0767

📍 123 Oak Street, Nashville, TN 37203

EDUCATION

Associate of Applied Science in Business Administration at Southwest Tennessee Community College, Memphis, TN

Sep 2018 - May 2022

Relevant Coursework: Business Communications, Principles of Management, Business Law, Marketing, Accounting, Finance, Project Management, Human Resource Management, and Operations Management.

LINKS

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

SKILLS

Data Entry

Record-keeping

Customer Service

Microsoft Excel

Warranty Analysis

Time Management

Problem Solving

LANGUAGES

English

Bengali

HOBBIES

Collecting vintage car memorabilia

PROFILE

Diligent Warranty Clerk with a year of experience in efficiently processing warranty claims and providing exceptional support to clients. Proficient in warranty guidelines, documentation, and communication with manufacturers. Adept at data entry, problem-solving, and maintaining strong customer relationships. Committed to ensuring accurate and timely claim resolution while delivering outstanding service.

EMPLOYMENT HISTORY

● Warranty Clerk at Warranty Clerk Solutions, TN

Feb 2023 - Present

- Successfully processed over 10,000 warranty claims for clients, resulting in a 99% approval rate and generating over \$1.5 million in reimbursements for the company in a year.
- Streamlined the warranty claim process by implementing a new tracking system, leading to a 20% reduction in processing time and improving overall efficiency.
- Identified and resolved a recurring issue with a major supplier's warranty policy, leading to a 15% increase in approved claims and saving the company an estimated \$250,000 in potential losses.

● Assistant Warranty Clerk at Tennessee Warranty Services, TN

Aug 2022 - Jan 2023

- Successfully processed over 1,500 warranty claims within a year, resulting in a 98% approval rate and contributing to increased customer satisfaction for Tennessee Warranty Services.
- Efficiently managed and organized warranty-related documentation, leading to a 25% reduction in processing time and increased efficiency in the department.
- Identified and addressed discrepancies in over 200 warranty claims, resulting in the recovery of \$50,000 in lost revenue for the company.
- Developed and implemented a new filing system for warranty records, which reduced document retrieval time by 40% and improved overall productivity within the department.

CERTIFICATES

Certified Warranty Administrator (CWA)

Aug 2021

Automotive Service Excellence (ASE) Certified Parts Specialist

May 2020

MEMBERSHIPS

National Institute for Automotive Service Excellence (ASE)

Automotive Service Association (ASA)