

Kay Voss

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Job Objective: Seeking position in which to use my skills to their fullest to help improve the organization as a whole.

Work Experience:

Automotive Warranty Administrator,

Oct, 2007-Feb, 2016

Larry H Miller Chrysler Jeep Dodge Ram

- Resolved all discrepancies in charge back.
- Coordinated with the manufacturer's warranty representatives to help resolve customer issues.
- Assisted technicians with any questions regarding the claims.
- Prepared all records needed by the manufacturer and distributor to verify the claim.
- Collected all warranty claim parts to be shipped back to the manufacturer and prepare the necessary paperwork for the same.
- Streamlined the warranty receivable and obtained payment for the same.
- Maintained all customer record as required by the warrantor.
- Prepared paperwork for warranty parts, repair order number and the date in which the old part was replaced.

Warranty Clerk

Feb, 2001- Feb, 2016

Valley Dodge

Service Advisor

Jan, 1990- Feb, 2001

Valley Nissan

Education

Highland High School

Diploma 1984