

Jennifer Walsh

WARRANTY ADMINISTRATOR

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SUMMARY

Warranty administrator with 8 years in dealership service offices, the last 4 handling warranty administration for a 2-franchise store that files 900 claims a month. Submits clean warranty claims inside manufacturer time limits, matches each repair order to labor operations and parts returns, and holds chargebacks under 0.5% of claim dollars.

SKILLS

Other Skills: Warranty Administration, Warranty Claims, Repair Orders, Parts Returns, Microsoft Office Suite, Excel, Word, Outlook, Attention to Detail, Organizational Skills

EXPERIENCE

Warranty Administrator

06/2022 - Present

Platte River Auto Group

Omaha, NE

Two-franchise dealership with a 36-bay service department and 22 technicians.

- Process 900 warranty claims a month for 2 franchises, with **98%** paid on first submission.
- Review repair orders for technician cause and correction notes, sending 40 back a week for fixes before filing.
- Hold warranty chargebacks under 0.5% of claim dollars through 3 manufacturer audits since 2022.
- Track parts returns and open claims in Excel, cutting claims older than 30 days from 120 to 15.

Service Office Clerk

08/2020 - 05/2022

Bellevue Motor Company

Bellevue, NE

Single-franchise dealership with a 14-bay service shop.

- Balanced **\$25,000** in daily service and parts receipts with no unresolved variances.
- Filed 400 repair orders a week and kept warranty documents ready for manufacturer review.
- Built Word and Outlook templates for warranty parts shipping that cut prep time by 20%.
- Covered warranty claims entry for 6 weeks during staff leave, filing 700 claims without a late submission.

Service Cashier

09/2018 - 07/2020

Papillion Auto Center

Papillion, NE

Part-time service cashier role held while completing an associate degree.

- Cashiered **50** service customers a shift, collecting payments and walking through invoice charges.
- Entered 300 repair order payments a week into the dealer system with no posting errors on audit.
- Processed loaner car agreements for 15 customers a day, checking license and insurance details.

EDUCATION

Associate of Applied Science

05/2020

Metropolitan Community College

Omaha, NE

Business Administration