

ANNIE BRYANT

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SUMMARY

Extensive experience in handling multiple warranty, customer support, and administrative duties at a large manufacturing company. Strong organizational skills praised by managers and peers. Known for providing clear and precise written program procedures for internal departments and contracted service providers. Ability to work well independently and as a team member. Commitment to organizational success and willingness to go above and beyond position requirements.

EXPERIENCE

GILBARCO VEEDER-ROOT, INC., Greensboro, NC **1981-2008**

Warranty Program Manager 2001-2008

Coordinated and managed development and implementation of recall programs for a variety of equipment issues.

- Met with cross-functional planning teams to ensure a focused and successful program outcome.
- Developed Knowledge Guide for call-in Support Center to ensure consistency in the handling of program-related data from service providers.
- Established on-going written and verbal communications with contracted service providers to clarify program details and procedures, resulting in successful timeline achievements.
- Managed payment disputes from contractors to help promote a win-win relationship.
- Developed weekly/monthly status reports for management and customers to communicate timeline achievements.
- Established and maintained electronic database of current and past programs for easy retrieval of equipment issues history.

Service Account Manager 1991-2001

Managed equipment service contracts for major oil customers, and managed upgrade projects for customer-owned dispensers and point-of-sale equipment.

- Quoted and negotiated pricing for equipment service contracts and upgrade projects.
- Traveled to meet with customers to build relationships and maintain a frequent level of communication.
- Established team environment to focus on and meet customers' needs, for the development of ongoing business.
- Tracked service contractors' performance to proactively identify and resolve contractor and customer issues.
- Developed monthly service performance reports for customers' review of compliance to contract requirements.

Administrative Assistant	1989-1990
Lead Clerk	1986-1988
Senior Clerk	1984-1986
Data Entry Operator	1981-1984

EDUCATION

Bachelor of Science, **Business Administration**, *University of North Carolina-Greensboro*, Greensboro, NC

DEVELOPMENT AND TRAINING

Legal Compliance and Ethics, Gilbarco, Greensboro, NC
Dale Carnegie Course, E. J. Taylor Corporation, Greensboro, NC
Hazcom, Gilbarco, Greensboro, NC
Diversity Training, Gilbarco, Greensboro, NC
First Things First Time Management (Covey), Gilbarco, Greensboro, NC

COMPUTER SKILLS

Proficient in Microsoft Office software applications (Word, Excel, Access Queries, Outlook)