

Alexander Diaz

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Warranty - Quality - Customer Service Engineer

PROFILE

Highly analytical and customer-focused professional with solid background in providing exceptional customer service and communication as well as delivering higher level of technical support within fast-paced environments. Strong expertise in engaging customers in a need-based conversation to identify needs, offer solutions, and meet customer satisfaction. Effective at relaying product presentations for groups / individuals. Demonstrated success in answering customer queries as well as troubleshooting technical service issues with professionalism and accuracy. Excellent communication and interpersonal skills along with an ability to build solid rapport with clients. Highly organized, structured, and proactive approach to prioritize and complete multiple tasks within stringent deadlines.

AREAS OF EXPERTISE

- Customer Service and Satisfaction
- Warranty Management
- Technical Assistance and Support
- Six Sigma
- Quality Management
- Analytical thinking
- SAP, Salesforce, MS Office
- Multi-tasking
- Metallurgy
- Client Relationship Management

EDUCATIONAL BACKGROUND

Six Sigma Black Belt Professional (SSBBP)
Management and Strategy Institute.
Cert. #45755023

Bachelor of Science in Materials Engineering
- **Majored in Metallurgy** | Universidad Simon Bolivar, Caracas, Venezuela

PROFESSIONAL EXPERIENCE

Senior Warranty Expert

2021 - 2022

Wärtsilä USA, Inc., Houston, TX

Managed warranty services and requests for appointed marine vessels while keeping expenses at a minimum and maintaining a high quality of service and customer satisfaction. Integrated and contributed to intercompany group meetings (Project Management, Sales, Workshops, Field and Technical Service to discuss and establish resolution actions for outstanding claims and ensure clients were properly supported throughout the warranty project cycle and beyond.

- Integrated and supported new product launches by establishing trust and providing excellent support to the customer base.
- High Management recognition for contributions to customers' success and satisfaction metrics.
- Developed strong cooperation bonds with corporate non-US logistic department peers improving warranty claims resolution time.

Customer Service Representative/Engineer

2008 - 2020

Tenaris Global Services, Bay City, Texas

Provided exceptional customer services while exceeding customer satisfaction by serving as a technical contact point between external and internal customers. Led the integration of product realization groups, supporting order processing and preproduction meetings while exceeding customer requirements and defining and meeting intervention points. Oversaw the management and resolution of a wide range of technical and logistics claims with the highest level of professionalism and accuracy. Gathered and interpreted customer specifications as well as reviewed and optimized quality control, inspection, and test plans for improved efficiency.

- Played an instrumental role in reducing the backlog of outstanding US tubular claims significantly by 40% through building and maintaining strong cooperation with quality peers within both domestic and international company mills.
- Decreased claims resolution time by 50% through deepening customer relationships as well as improving overall customer satisfaction.
- Reduced department KPIs reporting time by up to 35% by developing and maintaining an accurate database of domestic and international claims, including characterization of defects and root causes used for data and trends analysis.

Additional relevant experience as a Quality Engineer at Nishikawa Sealing Systems Mexico, as a Technical Assistance Engineer at Ternium USA, as a Long Products Customer Service and Product Engineer, and as a Hot Rolled and Long Products Verification and Control Engineer at Ternium Sidor.

LANGUAGE PROFICIENCIES

Spanish (Native), English (Fluent), and German (Basic)