

Lori Stirrett
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PROFESSIONAL SUMMARY

Experienced and results-driven Customer Service and Warranty Administrator with experience managing Tarion warranty claims, coordinating service requests, while also delivering an exceptional customer experience. Strong organizational and communication skills with a proven track record of improving customer satisfaction while supporting accuracy and efficiency in a fast-paced environment.

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Outlook, Excel)
- Tarion BuilderLinx, BuilderLynx, NEWSTAR, InformXL

PROFESSIONAL EXPERIENCE

Sorbara Group of Companies – Vaughan, ON
Warranty Service & Scheduling Coordinator
September 2024 – February 2026

- Report directly to Director of Warranty and Quality Assurance
- Provide outstanding customer service to homeowners, aided to achieving highest homeowner/resident satisfaction levels and maintain zero chargeable conciliation record
- Track and manage Tarion warranty forms across all active sites.
- Lead warranty resolutions and enhance customer experience.
- Serve as primary liaison between homeowners, construction teams, and trade partners.
- Produce executive-level reports on warranty KPIs and customer satisfaction metrics.
- Schedule Pre-Delivery Inspections (PDI) with homeowners
- Schedule and follow up on 30-day and year-end homeowner visits.
- Respond to homeowner inquiries, dispatch trades, and ensure proper signoffs.
- Proficient in Tarion regulations and NEWSTAR software.

Andrin Homes – Holland Landing, ON

Warranty Service Coordinator / Manager

January 2023 – August 2024 and

September 2020 – September 2021

- Managed the warranty service program and conciliation according to set goals for service repairs and warranty items identified from PDI, 30-Day, Year-End and Second-Year forms
- Logged PDI, delivery, and 30-day Tarion deficiencies into company systems.
- Scheduled trades and oversaw timely completion of service work.
- Ensured compliance with BRP deadlines while maintaining high homeowner satisfaction while also providing an excellent customer experience.
- Collaborated with professional teams to ensure a seamless service experience.

Calibrex Developments – Newmarket, ON

Warranty Manager

September 2021 – January 2023

- Managed warranty team of 6+ employees and set measures to improve customer satisfaction and service quality.
- Assessed warranty coverage limits by implementing tracking system so all Tarion forms were monitored for builder repair period
- Managed all day-to-day warranty operations to uphold company's customer-first values.
- Exceeded expectations by streamlining resolution processes and boosting service efficiency
- Processed PDI and warranty reports; coordinated trades for service appointments.
- Delivered consistent, professional communication with homeowners.
- Monitored project timelines to ensure warranty obligations were fulfilled.

Brookfield Residential Properties – Markham, ON (Head Office)

Warranty Care Coordinator

September 2013 – September 2020

- Reported directly to Director of Warranty and VP of Construction.
- Coordinated scheduling and service with trades and homeowners.
- Met all Tarion and Brookfield service timelines with accurate documentation.
- Followed up on post-service satisfaction to ensure top-tier homeowner experience.

Tucker HiRise Construction Inc. / Great Gulf Group – Toronto, ON

Construction Administrator

December 2002 – June 2013

- Supported President, VP, and cross-functional teams with project admin tasks.
- Interfaced with Project Managers, Estimators, Accounting, and Health & Safety.
- Delivered high-level support across multiple construction projects.

EDUCATION

Sir Sandford Fleming College – Peterborough, ON

Diploma in Travel & Tourism

REFERENCES

Available upon request