**Seema Mishra**

## Contact: - +91-9650502982

**E-Mail- mis.seema18@gmail.com**



9.3 years of professional experience as a **Senior Analyst** in **Warranty Management, Supply Chain, Field Service and Project assistant** in Operations capacities for B2B and B2C.Strong strategic planner, problem solver, and effective leader committed to engaging new avenues to **deliver results and support revenue generating objectives**. Provided exceptional Customer service experience by Greeting, listing and assisting customers in exceeding their needs, demonstrating an excellent knowledge of the products.



* D365 CRM Solutions, workflow, analysis, Views, entity model
* Field Service Operations
* Claims Management Training & Compliance Management
* Fraud Investigation Risk Management
* Team Management
* Product Management & Parts Recovery
* Investigation & Research Management
* Warranty Management
* Customer Grievances Management
* BE in Electronics & Telecommunications (2005-2009) From RGTU, Bhopal with 71 %
* Perusing MBA (Operation Management) from IGNOU, New Delhi
* 9.3 years of work experience in the Manufacturing & Consumer Goods industry in the roles of Warranty Analyst/Process analyst, in diverse business, with demonstrated leadership abilities and excellent communication skills.
* Worked on MS D365 CRM Solution.
* Expertise in working on SAP MM, SAP SD & SAP based Tools GSPN, BI and CS Portal.
* Provide end to end solutions for highly escalated issues of vendors.
* Documenting the Business and Functional requirements and experience in presenting new ideas.
* Good knowledge in the area of Consumer Goods, Automotive Industry.
* Experience in implementing New Product models in SAP with effective product authorizations & Service authorizations.
* Developing new Process Strategy for warranty cost optimization in terms of Business support.
* Control the cost of repair and cost of replacement by ensuring corrections in the system as and when required. Ensure service readiness before product launch including updating on Web based CRM, Call Centre CRM, and Reporting Systems & Payment Systems.
* Good knowledge in Product specification, functional behavior, & User behaviors.

##### PwC India (2nd May 2019 to 31st Aug ‘20,)

##### Project – 1 Dynamic 365 implementation for B2B & B2C for Eureka Forbes Limited

##### As a Senior CRM Consultant-worked with PwC, India for implementation of D365 for

##### B2B & B2C Service vertical of EFL which is a leading of water solutions and cleaning

##### solutions product and service in India.

##### Job Profile

* Perform requirements gathering, Business Process Analysis.
* Working directly with customers (B2B model) & (B2C model) to understand the business problems and requirements of CRM strategy, which included presentations, demonstrations of the technology and meetings with the leaders of marketing and sales departments.
* Provide input and advice regarding Microsoft Dynamics 365/CRM capabilities, functions and features to clients and prospects.
* Facilitate workshops to develop business requirements; create demonstrations to provide proof of concept.
* Create documentation for clients, including PowerPoint presentations and Visio workflows regarding functional and technical requirements, design, training, process engineering, etc.
* Provided technical guidance for end users related to configuration of software solutions.
* Perform client satisfaction services by provision of continuous support to Microsoft Dynamics applications.
* Conducted autonomous analysis of client business processes, software systems and databases.
* Provide support to business testing functions on projects
* Review and design test scripts, test conditions, input test data, and expected results for user acceptance tests according to UAT plans
* Creating and facilitating UAT test planning, estimating effort and test execution.

##### Accenture Service Pvt. Ltd (Nov 2015 – April 2019)

##### Project -1 HMD Global Oy- Working as Team Lead

##### Job Profile

##### Monitoring day to day activities for best delivery.

##### Handling highly escalated cases from clients & Vendors.

##### Weekly report for revenue and cost.

##### Process Innovation with new ideas of automations to reduce manual works.

##### Provide training to the team for Product Knowledge & Process knowledge.

##### Developed new guidelines and strategies for the inside team which dramatically improved the quality of service and support to customers and Vendors.

##### Coordination with the Care and validation team to create new logics & rules for warranty.

##### Improved productivity by 20% through implementation of parts receiving systems.

##### Looking after the Payment process for vendors.

##### Forecasting for revenues for quarterly.

##### Project -2 Pilot Project- Jaguar Land Rover

***Issue Resolutions – Providing solution to client for future cost optimization & product enhancement process ---****Handling Globally (MENA, APAC, CHINA, INDIA)*

##### Job Profile

* Providing detailed and quick root cause analysis with all kinds of hypotheses, problem solving methods like 8D, 5Why analysis and Evidence called “Evidence Package” for the parts identified by EI which reduced the overall cycle time to determine the cause.
* Advising to open projects with continuous tracking and implement a corrective action, and support the client in different phases of continual Improvement using tools like Tableau, SAS MDAW, MS Excel etc.
* Recommend and implement various detection methodologies with reliability engineers to design new rules and methodologies beyond SWA detection capabilities to drive efficiently.
* Build and Maintain professional relationship with key "Client" stakeholders, category managers/partners/distribution centers and vendors.
* Maintained exemplary work record completing work to meet goals to compensate for any variance of schedule.
* Responded effectively to increased workloads, increasing knowledge and expertise as required while meeting targeted goals Instituted claims best practices resulting in 8% reduction in severity payments.
* Enhanced employee communication through creation of monthly open forums.
* Meet daily SLA as per Client requirement.
* Personally, handled complicated claims, including litigation and catastrophic claims.



***Samsung India Electronics Ltd. June 2011 to 10 Nov 2015***

**Senior Executive (Warranty Management)**

##### Project 1- Support in SIS (Shop in shop) Process for Service

**Duration - August 2011- September 2011**

**Project Details:** Samsung has started the Process for Opening Multiple Service Centers under the authority of a Single service center to extend their Customer Service chain for better Service for their Customer.

##### Project 2- GSPN Portal, CS Portal, GCIC Web

**Duration - Nov 2012 – Nov 2015**

**Project Details :**  GSPN, CS Portal and GCIC is a web Application that provides various functionality to Service Centers like Customer Registration, Raising Services Request for addition, Deletion and Modification of any Equipment on these Portal, Tracking Service Request and Audit Trails for Transaction.

##### Job Profile

**Master Data Management & Warranty Management (*South West Asia****)*

* Analysis field defect report and send feedback to factory for corrective action.
* Define procedures for In-Warranty and Out of Warranty claims (bills) by service types, defect types, repair types & parts
* Managing the customer centric operations and ensuring customer satisfaction by achieving d delivery & service quality norms
* Facilitate request for adds/changes to the MDM subject areas (new fields / list of values)
* Identify and manage data cleanup projects to improve data accuracy
* Maintain data dictionary and global maintenance processes



Hardware & Networking: **Computer H/W & Networking, CCNA, MCITP**

SAP Module: **MM & CRM**

Microsoft CRM: **D365 CRM** (Sales & Service)

Ticketing Tool: **JIRA**



* Adaptive to any circumstance and always willing to learn
* Good management and communication skills.
* Strong creative orientation to meet challenges.
* Strong commitment to work assigned.
* Data management and problem-solving abilities.



Address: - Life Republic , R3-B Flat No-1308,

Hinjewadi, Pune

Date of Birth: 8th Dec 1989

Father’s Name: Mr. Anand Mohan Mishra

Mother’s Name: Mrs. Girja Mishra

Strength: Sincerity, Adaptability

**Declaration**

I hereby declare that all the statements made in the above resume are correct to the best of my knowledge and belief.

(Seema Mishra)