



MAHI ANTONY

BUSINESS ADVISORY MANAGER

Palathanathu House, idukki, 685553, India

+91-9995463353

mahiantony001@gmail.com

SKILLS

CLAIMS MANAGER

CUSTOMER SERVICE

SAP CONSULTANT

WARRANTY MANAGEMENT

ANALYTICAL SKILLS

PROCESS EXCELLENCE

SERVICE OPERATIONS

FRAUD ANALYST

BUSINESS CONTINUITY
MANAGEMENT

STORE MAINTENANCE

PERSONAL DETAILS

Date of birth
03 Dec 1988

Nationality
indian

Marital status
Married

ABOUT ME

Seeking managerial assignments in Customer Relationship Management /Warranty Management/Service Operations / Store Management/Sales Support with an organization of high repute

Career Précis

- Result Oriented Professional with over 10 years of experience in identifying & adopting emerging trends & addressing industry requirements to achieve organizational objectives and profitability norms.
- Deftness in setting out quality standards for various operational areas for implementing quality systems & procedures to facilitate a high-quality customer experience.
- Expertise in mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines.
- Adeptness in providing guidance and leadership to staff in accordance with specified program objectives.
- Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence.

Proficiency Overview

- Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
- Ensuring speedy resolution of queries and grievances, maintaining excellent relations with clients to generate avenues for additional business.
- Addressing high end customers & corporate customers; conducting trainings on new product launched.
- Executing the monthly review with the team for better service operations.
- Monitoring post services activities like follow up with customers and service reminders.
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
- Creating awareness for driving the projects and process improvement strategy & methodology, ensuring maximum operational efficiency.
- Conducting root-cause analysis and taking preventive measures for repeated escalations.
- Managing service operations with focus on implementing policies and procedures as well as developing and streamlining systems.
- Communicating product feedback from the field to principals with focus on effectuating modifications in products and improving product performance.
- Supervising and monitoring the performance level of service staff for ensuring superior customer service.
- Coordinating activities for identification of training needs of employees for upgrading their technical skills.

WORK EXPERIENCE

**GADGETWOOD
ESERVICES PVT.**
Mumbai
Dec 2019 - Present

Partner/Business Manager

Accountabilities

- Ensure operational excellence by implementing a process to continuously monitor and improve performance.
- Handling complex multi brand Service Center in Mumbai support across PAN India, supported by a unique Ware House, Spoke, Field Operation and delivery locations.
- Prepare and present materials for CEO, CFO and other executive review and approval meetings
- Supporting 6 Service Market Units India.
- Provide focused analysis and support for annual pay for performance review process
- Manage and administer PNL budget and grant process working closely with Finance and HRD
- Defining Service instructions, Extended Warranty Policies and new RULES Validation.
- Research and recommend improvements to executive incentive programs that align to business strategies and goals
- Gather and analyze repair trend, both internally and in the external market as well as participate in relevant external executive benchmarking surveys.
- Collaborate with auditors, accounting, tax, legal, HR, and others to provide data
- Cost control of repair and cost of replacement by ensuring corrections in the system.
- Data management for products service and vendors
- Responsible for Outage Management Process by defining High-Impact Outages Technical discussion on outage recovery and providing root cause analysis
- Coordinating with OEM Support team for handling unresolved cases
- Preparation of script and Impact analysis for changes that needs to be done
- Ensuring proper closure of tickets from Centre and cross functional teams
- Analyzing multiple data sources, and preparing/presenting to Senior Management
- Preparation and maintenance of reports as per requirement

Honors:

- Handling a Team size of 49 and 6 Managers reporting
- Appreciation for Process Excellence and Implementing 5 process improvement plan within one Month for High performance

ACCENTURE
Mumbai
Feb 2016 - Dec 2019

Senior Business Analyst

Accountabilities

- Warranty Claims Adjudication, Spares Forecasting and Planning, Service Centre Performance Monitoring, and its Compliance & Competency.
- Handling complex network of 250+ Service Centers in 80+ countries across the globe, supported by a unique Accenture Hub and Spoke, delivery locations.
- Supporting 15 Client Market Units across 3 global regions - EMEA, Americas and Asia
- Defining Service instructions, Warranty Policies and new RULES for Warranty Claim Validation. Control of the abnormal warranty claim practice raised by service centers
- Cost control of repair and cost of replacement by ensuring corrections in the system Data management for products service and vendors
- Review Claims investigation & Quality check validated claims
- Daily upload of adjudicated claims in the portal
- Change of claim status based on the SDM/VM request

Awards and Honors:

- Received two times Star Business Award for exceptional performance
- Also got two Appreciation Award for taking part in Annual BCP testing activity which is important activity for Accenture Operation in terms of Client relationship with Accenture & Our Preparedness in tough situations.

Extra Roles and Responsibility

- Go-live and post live support to IT Team and respective Business Process owners
- Aligning Process documentation team regarding the process change
- Highlight and drive issues from identification to resolution
- Analysis and creation of formal documentation - including test plans, test scripts and reports
- Experience with automation testing process
- Provide project updates, share and coordinate daily work with lead and project team
- Knowledge of managing procurement, Incident, NSSR and SRM for users.
- Communication, tracking and records managements for CSR & NGO activities; Training, Operations Procedures, Operations Bulletins, SharePoint site refreshes, tracker, external communications and outside speaking engagements, monthly people engagement activities and semi-annual shared drive access administration

INTEX
Cochin,Kerala
Apr 2015 - Feb 2016

Center Manager

Accountabilities:

- Managing services, related to INTEX Mobile Phones in Kerala.
- Conduct audit, report observation and take corrective action for the smooth running of the service Center.
- Ensure availability of spares from warehouse to service center in Kerala.
- Resolve service issues.
- Resolve claim settlement issues to the service center.
- Conducting product training / repair skill improvement for service technicians. ➤ Doing recovery process of defective parts from warehouse (Part DOA)
- Doing recovery process of defective Handset from dealers(DOA)
- Download new product Information to technicians
- Provide repair skill for service engineers
- Report quality failures with respect HO members

**SAMSUNG
EXCLUSIVE SERVICE
CENTER**
Cochin
Jul 2013 - Apr 2015

Center Manager

Accountabilities:

- Managing services, related to Mobile Phones, Laptops, Camera.
- Conduct audit, report observation and take corrective action for the smooth running of the service center.
- Ensure availability of spares from branch to service center.
- Maintain MSL of spare parts order on daily.
- Resolve service issues.
- Resolve claim settlement issues to the service center.
- Conducting product training / repair skill improvement for service technicians. ➤ Doing recovery process of defective parts from warehouse (DOA)
- Used Spare part reconciliation every day (RMA)
- Download new product Information to technicians(ESG)
- Identify and resolving customer service (Carry In TAT,Repair,TAT,Goods Deliver TAT and D+2 calls)
- Provide repair skill for service engineers.
- Report quality failures with respect HO member

Highlights:

- Resolved SAMSUNG SERVICE issues in Kallor and Vytla Cochin. Closed all VOC cases.
- No CDRF CASE against company

NOKIA CARE
Karnataka
Feb 2011

Customer Service Leader

Accountabilities:

- Addressing customer problems.
- Attending customer calls on phone / walk in / sms / email / web / careline.
- Monitoring stocks and defective stocks management.
- Making happy calls on case closures and weekly calls to RDS / Key Dealers.
- To conduct training for the new product launch and information sharing with respect to technical bulletin
- To monitor the Feedback of all the handset launched newly in the Indian market and update to concern team members.
- Involved in trade Engagement with all the Dealers, RDS, Operators and Nokia priority dealer.
- The issue of trade satisfaction was sorted out through engaging trade and care center's through visits, meetings, conducting zero pending weeks at market and conducting free service camps which was appreciated which nobody thought of it
- Reduced the cost of repair per handset at care center's by making system more stringent and closing all loopholes of increasing the cost
- Successfully handled soft skills, technical and software & services training to care staff personnel's
- Driving sales of Nokia accessories at care..
- Driving sales of Nokia Care Protect at care center.
- Driving sales of Software & Services activations at care center

Highlights:

- Key Projects Accomplished: Supporting all Nokia people in Raichur and Cochin.
- Closure of CDRF Case pending in the Court.

EDUCATION

**MAHATMA GANDHI
KASHI VIDHYA PITH**
Varanasi
2013

BCA

**INDIAN EDUCATION
INSTITUTE**
Trivandrum
2010

Higher National Certificate

**AUDIO VISUAL
REPROGRAPHIC
CENTRE**
Trivandrum
2009

Higher National Certificate

KERALA SYLLABUS
Idukki
2009

Higher Secondary Certificate

CBSE NEW DELHI
Idukki
2007

Secondary School Certificate

COURSES

TATA STEEL
May 2020

Machine Learning

TATA STEEL
Jun 2020

Industry 4.0

**WORLD HEALTH
ORGANIZATION**
Mar 2020

COVID-19 Partners Platform to support country preparedness and response

TATA STEEL
May 2020

MS Office

UDEMY
Feb 2018

Python

ACCENTURE
Feb 2017

Advance Excel

INTERNSHIPS

NOKIA
Bangalore
Nov 2011 - Nov 2011

Technician Apprentice

TECHNICAL QUALIFICATION

- L4 work in mobile phone PCB from Kerala State Audio visual And Reprographic Centre, Trivandrum.
- Hardware: Assembling, Disassembling of PC's, Installation of OS - Windows 98, NT, 2010 Professional Server Installation of Device Driver, Antivirus, Application and Network Cabling.
- Hardware support for Nokia Handsets.
- IT Skills: MS - Office and Internet Applications, HTML, CSS, JavaScript
- Programming Languages: C++, Python.
- Databases/Tool: MySQL, R, Tableau, Ethical Hacking, Qlik Sense, SAP ERP,Power BI (Beginner)

LANGUAGES

ENGLISH

MALAYALAM

TAMIL

HINDI

KANNADA

TELUGU