

## QURESHI ABU SALMAN

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## CAREER OBJECTIVE

Automotive Engineer with expertise in warranty claim management and SAP Integrated Business Planning (IBP) systems. Adept at analyzing warranty claims, managing technical inspections, and leveraging SAP IBP modules to streamline supply chain processes. Ability to enhance operational efficiency through proactive problem-solving and process optimization. Seeking a challenging role where I can integrate my engineering background with SAP IBP expertise to support organizational growth and ensure effective warranty and supply chain operations.

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## EDUCATION

### Bachelor of Engineering (B.E.) in Automobile Engineering

M.H. Saboo Siddik College of Engineering, Mumbai University

Graduated: August 2016 | CGPI: 6.11

### Diploma in Automobile Engineering

Jamia Polytechnic, Akkalkuwa, Maharashtra State Board of Technical Education

Graduated: July 2013 | Marks: 75%

### Higher Secondary Certificate (HSC/12th Science)

Marceline Junior College, Mumbai, Maharashtra State Board

Graduated: July 2011 | Marks: 54%

### Secondary School Certificate (SSC/10th)

Michael High School, Mumbai, Maharashtra State Board

Graduated: June 2009 | Marks: 69%

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## CERTIFICATIONS

### NEBOSH International General Certificate (IGC) level 3

Awarded: August 2023 | Institution: NEBOSH

Topics: Health and Safety Management, Hazard Identification, Risk Assessment, Emergency Response, Workplace Safety Regulations.

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## PROJECTS

### B.E. Project: Motorized Bicycle (Engine Powered)

*Role: Project Leader*

- Designed and developed a motorized bicycle powered by a two-stroke petrol engine capable of reaching speeds of 40 km/h, with a secondary manual pedaling option.

### Diploma Project: Electric Bicycle (E-Bike)

*Role: Team Player*

- Created an electric bicycle powered by a battery-assisted motor, capable of reaching speeds of 20 km/h, with manual pedaling as an alternative when the battery is discharged.
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## PROFESSIONAL EXPERIENCE

### Transaction Process Associate

worked for Accenture plc (on Third-party payroll ie V5 global pvt ltd) – Navi Mumbai

*May 2022 – August 2024*

- Handled warranty claims for a European automotive OEM, managing all phases from claim assessment to validation, including technical inspections of vehicle repairs and component replacements.
- Worked closely with analytics and technical teams to integrate SAP IBP into the warranty claims process, enhancing decision-making and aligning warranty management with supply chain and production schedules.
- Utilized SAP IBP Control Tower to monitor real-time data related to warranty claims, ensuring timely resolution, reducing backlogs, and tracking key metrics such as claim approval rates and part failures.
- Set up and managed alerts for high-failure components using SAP IBP, enabling early detection of recurring issues, facilitating swift escalation, and minimizing the impact on repair timelines.
- Configured planning models in SAP IBP for warranty processes, defining key figures such as cost-per-claim, claim closure times, and failure rates, providing operational insights for continuous improvement.
- Worked with supply chain teams using SAP IBP's Heuristics and Optimizer to manage part replacement strategies and ensure the availability of high-demand components, reducing repair lead times and improving customer satisfaction.
- Leveraged demand planning tools in SAP IBP to forecast parts requirements based on historical warranty data, ensuring better alignment of parts availability with repair needs.
- Analyzed warranty claims data using SAP IBP analytics tools to identify trends and root causes of repeated failures, providing insights that led to product reliability improvements and reduced future warranty costs.
- Customized and maintained planning areas in SAP IBP for tracking key warranty metrics such as part availability, cost analysis, and repair lead times, optimizing claim processing and resource management.
- Collaborated with OEM warranty managers, technical teams, and supply chain teams to streamline claim approval processes and improve operational accuracy, reducing overall claim resolution time.
- Also held trainings for team members on utilizing SAP IBP effectively for warranty and supply chain management, ensuring smooth system adoption across departments. Implemented continuous improvement initiatives based on SAP IBP insights, resulting in significant process enhancements.

- **TECHNICAL SKILLS**

- **Operating Systems:** Windows XP, 7, 8
  - **Software:** SolidWorks, ANSYS
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## **ACHIEVEMENTS**

- Received “Project Excellence” recognition for B.E. project from college professors.
  - Awarded "Project of the Year" for Diploma project.
  - Multiple certificates and prizes at school level for essay writing, drawing, and general knowledge competitions.
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## **PERSONAL DETAILS**

- **Date of Birth:** 27/05/1993
  - **Marital Status:** Single
  - **Gender:** Male
  - **Religion:** Islam
  - **Nationality:** Indian
  - **Languages:** English, Hindi, Marathi, Urdu, Arabic (reading only)
  - **Hobbies:** Traveling, Reading, Cricket
  - **Passport Number:** U8514197
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## **DECLARATION**

I hereby declare that the above information is true and correct to the best of my knowledge.

*QURESHI ABU SALMAN*