**Siddharth Banerjee**

**Address: Kolkata**

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I wish to have real time SAP exposure handling clients at onside where I can enhance my SAP skills along with the understanding of the business. I look forward to add value to the organization & to contribute to my individual growth.

**PROFICIENCY OVERVIEW**

**SAP - Sales & Distribution Skills**

I have worked closely with **PwC** team in implementation of a Steel Industry: Shyam Group.

A part from this I closely worked with the consultant in doing User acceptance training.

Post go live I closely operated from Head office in trouble shooting all standard and customized problems that I could comprehend during UAT phase while the rest of the team operated closely from Plant.

**Abstract**: SMEL & SSPL are one of the front runners in the Iron & Steel sector in the Eastern Region of India and features amongst the largest manufacturers of Ferro Alloys in the country. Existing manufacturing facilities include Sponge, Coal, Billet, Pellet, Ferro Alloy, TMT Bars, and Power.

In this project I have got exposure to work on Standard SAP –SD Support and Configuration

During the baseline configuration and realization processes I worked on processes as mentioned below:

* Domestic Sales, Export Sales, Deemed Export, Loan of Store Items (Consignment Process), Depot Sales, Power Sales (as service items).

I am aware of the below customizations

Enterprise Structure: Assignment of various organizational units.

Maintain Customer Account group and Number range.

Maintain Material Master Data.

Maintain various Master Data in Sales & Distribution.

Understand the effects of Master Data on Document Processing in Sales & Distribution.

Customization of different documents in SD - Inquiry, Quotation, Sales Order, Delivery, Post Goods Issue, Billing in the sales process.

Configure customizing of Item Categories and Schedule Line Categories.

Configuration of Incompletion Log & Partner Functions.

Configuration and creation of Access sequences, Condition types, pricing procedure and Condition records.

Data flow and Copying Control in Billing.

Text determination.

**EXPERIENCE DETAILS**

**March’15– Till Date Infocus Technology Ltd.**

**SAP SD Consultant**

Project : SAP/R3 SAP Support Project

Team Size : 08 members, which includes 1 SD consultants

Role : Consultant

Environment : SAP SD R/3 6.0

Duration : 10th March 2015- till date

**November’09 – March’15 Indigo Airlines, KOLKATA**

**Customer Service Executive – Airport Operation and Customer Service**

LOB handled: Ticketing/Customer Service/ flight operation.

Under takes the productive training programs and update the customers.

Maintains relation with the existing customer for the repeat business

Maintain & develop the share of wallet in existing customers

Working closely with Corporate Team to facilitate the customer service within the airport.

Handling customer complains.

Maintain a good relation between different departments.

Member of FAC workshop.

**January’08– October’09 Arkadin Confer India**

**Key Account Manager (Corporate Sales) – Enterprise Business Services**

Spearheadingthe **emerging market regions** in **Bangalore and Hyderabad** for all **Audio and web Services***;*

LOB handled: Audio conference, Web conference and video conference.

Identifying and acquiring new corporate to use Audio and Web Conference.

Under takes the productive training programs to update the customers to use the services.

Maintains relation with the existing accounts to upgrade the usage in minute’s basis.

Ideate sales strategies for new account penetration (churn/take-over).

Maintain & develop the share of wallet in existing accounts (up-sell/cross-sell).

Ensure Service Delivery agreements, Payments, Collections, Escalation& Renewals for assigned clients

Liaison with the product& marketing team-Strategize product ideas & develop pricing strategies to tap emerging markets in Karnataka.

Working closely with Corporate Team to facilitate road shows & marketing events for the distribution channels.

**November’06 TO December’07 Café Coffee Day, Hyderabad**

**Asst. Manager (Corporate – Sales and Operation)**

Responsible for business development, sales & account management and good operations of the café outlets. Regions handled-Hyderabad*;*

LOB handled: Food and beverages products, Gift Certificates, Merchandises and Out Door Catering orders.

Ensuring attainment of quarterly business target of 200% on revenue on a consistent basis

Ensuring maximum share of wallet across Hyderabad market.

Tracking market intelligence, competitor activities, aggressive customer acquisition & client servicing through relationship building initiatives

Managing three Café outlets in Hyderabad with 15 Team Members.

Ensuring the productive Training for the team members as On the Job and Off the Job Training with the co-ordination Of HR Depts.

Identify & ideate targeted marketing/new product awareness campaigns to increase mind share across the Customers.

Maintaining the relation between the top management and the team members.

Branding and Promotion of different events of the cafes across the city.

Converting the Team Members to **Brew Master** Level by providing Training

**JUNE’05to October’06 ICICI Prudential, HYDERABAD**

**Financial Service Consultant**

LOB handled: Financial Products like Traditional Plans and ULIPs

Generating leads from the company database for direct retailing sales of Insurance products.

Update and co-ordinate the customers about the market fluctuation.

Maintaining Daily sales Report of the team.

Develop & maintain revenue of existing and new clients- Contract renewals, new upgrades etc.

Building cordial relation with the customers.

Recruit the potential agents in commission basis and train them and generate business through them.

Co-ordinate with the RSM for the sms campaign.

**MILESTONES**

Achieved 125% sales target in Q2; 08

Increased the usage by 135%.

Attained Rank 3rd Café in Andhra Pradesh with Daily Sales of INR 22000

Achieved 200% sales target in Q1'06.

Trained 3 team member for **Brew Master** and 1 as **Café In charge.**

Attained 133% sales target in Q4'06

**EDUCATION**

Undergone training in SAP SD module full life cycle from INFOCUS EDUCATION, KOLKATA.

Pursuing PGDBA from Symbiosis College of Distance Learning (Specialization: - Marketing)

Completed three years Bachelor’s degree in Hotel Management from IHM Kolkata

Passed 10+2-COMMERCE (C.B.S.E) from D.P.S, Dhanbad

Passed 10th (C.B.S.E) from D.P.S, Dhanbad

**PROJECT UNDERTAKEN (IN BHM)**

Industrial Training

Company: THE PARK, Kolkata

Respondents: F & B Service, Food Production, Sales (Rooms and Banquets).

Period: Six months

**OTHER INTERESTS/EXTRA-CURRICULAR ACTIVITIES**

Playing Cricket

Trekking.

Travel New Places.

**COMPUTER PROFICIENCY:** Conversant with MS OfficeApplications

**PERSONAL DETAILS**

Date of Birth : December24, 1983

Father's Name : Mr. T.K.Banerjee

Linguistic Proficiency : English, Hindi, Bengali.

**REFERENCES**

On Request

**Date:**

**Location: SIDDHARTH BANERJEE**