Ms. Diksha Palke

**Mobile: India**-+91-**9860978716 E-Mail:** [palkediksha@gmail.com](mailto:palkediksha@gmail.com)

In quest of Mid-level career enhancements in **Customer Relationship Management/Business Development and Team Management** with a reputed establishment.

**Career Snapshot**

A result-oriented professional with over 5.2 years of experience in retail Operations. Associated with Shoppers Stop as Personal Shopper. Effective approach to focus on sales Growth, enthusiastic & forward-thinker with focus on big perspective. Merchandising and related operations.

Has been involved in the sales, logistic execution, transportation, billing process and enhancement.

Experience in mapping the business processes involved in the entire customer order.

**Sap skills**

SAP SKILLS

* Master data for customer, Material, Customer Info Record.
* Defining and assigning in SD enterprise structure planning.
* SD processes: Third party sale, Intercompany sale, Consignment Credit Management Process, and order-to-cash process.
* Configuration of various Document Types like Sales document, delivery document, and billing document etc.
* Configuration for free good determination, Item proposal.
* Configuration for return order processing.
* Defining and assigning of number ranges.
* Configured all determination like Shipping point, Item category, Schedule line.
* Configured Copying controls for Sales, Delivery & Billing documents.
* Configured Output control for Sales Order, Delivery and Billing process.
* Configuration for Credit Management.
* Understanding business process and mapping them in sap.
* Shipment processing and output determination.
* Configuration of automatic account determination.
* Good understanding of Integration of SD-MM & SD-FI modules.
* Pricing determination (condition table, condition types, access sequence).

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **Carrier Path** |  |
|  |  |  |
| Personal Shopper at **Shoppers Stop LTD** CSD FCD Member at **Shoppers Stop** Cashier/FACCA at **Shoppers Stop**  CCA / FA at **Shoppers Stop K Raheja India Group** |  | Mar 2018 toApril2019  April 2016 to Feb2018  May 2014 to March 2016  Oct 2013 to April 2014 |
|  |  |  |
| **Responsibilities & Role – Shoppers Stop LTD (Personal Shopper)**  **March 2018 TO TILL DATE** | | |

* Analyzing performance and understanding areas of improvement through daily and weekly performance summary, weekly minimum planner, month to date reports.
* Focusing on ATV, Conversion & Basket Size...

## Worked under Store Manager/Area Manager on, Product management, marketing, and sales growth.

* Tracking Daily Sales, WTD, MTD, LMTD, YMTDand Preparing reports.
* Handling customer issues.

**Role & Responsibilities – @ Shoppers Stop Ltd–K Raheja Group April 2016 to Feb 2018**

## Customer perspective –

* To Focus on customer problem solutions and provide best service.
* To keep tracking on daily FC enrollments & Sales Reports
* To train the staff (as per norms) to handle the customers - this included random audits and also overseeing the awarding in RNR.
* To track the adherence to the checklists for myself

**Process perspective** –

* Ensure close to 90% compliance in all internal and external audits.
* To track the customer satisfaction through C.F.S. by taking feedbacks personally and taking care of their queries, requests, suggestions, and complaints under **CRM system & Oracle System.**

## People Perspective –

* To undertake Training and development activities by doing a Training Needs Identification and monitoring the implementation of the same.
* Helped Training manager to develop staff Training Modules on **Product, Customer Service, and Billing Process.**

**Responsibilities & Role – Shoppers Stop Ltd.** Oct 2013 to March 2016

## Job Role:

* + Analyzing performance and understanding areas of improvement through daily and weekly performance summary, weekly minimum planner, month to date reports.
  + Focusing on ATV, Conversion & Basket Size.
  + Making & analyzing reports-including daily sales report, category wise contribution report, tracking regular customers’ data.
  + Following with Department Head for stock replenishments
  + Maintaining high level of customer service focus and sale orientation with the help of Department Manager.
  + Focusing on weekly targets and the category and making strategy on which aspect focus will be placed.
  + Daily Global Count for section
  + Following SOP on billing process for better customer service
  + Maintaining SPI as per set norms
  + Guiding Cash Counter Customers on Schemes within different departments

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Education** | **Board** | **Percentage** | **Year of Passing** |
| **Japanese Language** | Pune University | N/A | Pursuing |
| **MBA (Marketing)** | Pune University | 57.60% | 2020 |
| **Graduate (B.com)** | Pune University | 55.57% | 2015 |
| **HSC** | Maharashtra Board | 60.33% | 2012 |
| **SSC** | Maharashtra Board | 77.20% | 2010 |

**COMPUTER SKILLS**

1. **MS-CIT**

* MS OFFICE & Windows 7

1. **Tally ERP 9.0**
2. **SAP Certified Application Associate ERP (Sales & Distribution)- ECC 6.0.s**

**PERSONAL DETAILS**

**Name** : Diksha Shrikisan Palke

**Date of Birth** : 19th April 1994

**Present Address** : PMC Colony, Room No: - 246, Rajendra Nagar, Navi Peth, Pune 411030

**Declaration:** I hereby declare that above furnished details are true to my knowledge.

**Name: Diksha S. Palke**

**Contact details.91+9860978716**