



Sapna Dixit

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Address for Correspondence

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Carrer Objective

To obtain a position in organization that provides me opportunity to apply my learning and knowledge that I gained in my educational and practical experiences which help me to create value for the organization.

Academic Background

Year	Qualification- Degree / Diploma / Certificate	Board/University	College/Institute
Pursuing	M.com	Chaudhary Charan Singh University	Ram Chameli Chadda
2020	B.com	Chaudhary Charan Singh University	Vidhyawati Mukund Lalgirls College
2017	XII	Uttar Pradesh	Shri Guru Nanak Girls Inter College
2015	X	Uttar Pradesh	Sushila Girls InterCollege

Work Experience

Company: Instakart Services Private Limited (**Flipkart**)

14 September to 6 Jan 2022

Designation - Sorting Executive

Worked in FM and LM

Roles and Responsibilities-

- Managed process in two ways - First Mile, Last Mile and also LIFO, FIFO.
- First Mile dealing with sellers of Flipkart where we manage logistics and metrics. Last Mile deals with Cx. (Customer).
- Team handling. Manage approx.. 50 man power at a time.
- Provided complete route shorting, Load allocation and receiving.
- Logistic plan to move products and packages to reach destinations on schedule.
- Metrics include NPS, Timeslot, Mix Bagging, Shrinkage control.
- Fleet Management in first mile for sourcing of products in time and Vehicles management in last mile for delivery of product on time.
- Flashing Pickup Pendency and Delivery Pendency and ensuring closed within TAT.
- Shrinkage control in subject to lost.
- Monitoring and analyzing the reason of RTO and Return TAT Breach.
- Controlling the metrics of Last Mile include CSAT, Fake etc.
- Customer escalations are reduced which is main KRA.

Skills Set

- Adaptability, Positivity, Communication
- Time Management, Team Management, Leadership
- Basic Knowledge of computer

Personal Details

Date of Birth : 11/09/2000

Father's name : Parmeshwar Dixit

Gender : Female

Language Known : English and

Hindi Nationality : Indian

Marital Status : Unmarried

DECLARATION

I hereby declare that all the information provide here are correct to the of my knowledge.

