

ABOUT ME

I have experience more than 10 years in eCommerce portal like amazon, flipkart, snapdeal, paytm, tata cliq etc.... Advance knowledge in MS excel like pivot table, vlookup, hlookup, if, countif and other functions.

Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

JOB EXPERIENCE

SR. MIS EXECUTIVE

April 2017 - Till Date

Fortune Marketing Pvt. Ltd.

1. Complete management of online marketplaces like Amazon, Flipkart & Snapdeal.
2. Uploading & Listing of Product images, Attributes, Categories, Quality description, Content and bulk uploading
3. Customer Relationship Management - handling customer complaints & resolving customer queries, order status, returns, refunds etc.
4. Coordinating with ecommerce portals for shipping, returns, refunds & replacements, stock updates, product recalls, payments, issues, etc.
5. Creating & Processing Purchase Orders, coordinating with suppliers for in-time delivery, order tracking and stock updates
6. Creating and scheduling consignments for product replenishments at fulfilment centers
7. Handled end-to-end operations for online order processing, Vendor Management, Order management and Invoicing.
8. Maintaining MIS w.r.t. product dispatch, deliveries, returns, fulfilment, refunds, replenishments, order flows, daily sales / profitability / discounts / margins etc.
9. Preparing monthly Performance Status Reports.
10. Generating, maintaining and analyzing Sales, Quality and Client Service reports.
11. Preparing salesman incentive monthly basis
12. Creation of Purchase requisition/order for services related work:
13. Follow up with the shared services on the invoices to be processed
14. Preparation of MIS Reports relating to sales and finances.
15. Managing to solve customer complaints (Product related issues)
16. Ensured timely follow ups
17. Providing feedback of the customers to the management for improving the services

ABHAY RAJ


E COMMERCE OPERATIONS EXECUTIVE



CONTACT ME

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EDUCATION

DELHI UNIVERSITY(SOL)

B.COM PASS
2004-2009

DELHI NCT BOARD

ITI (COMPUTER OPERATOR & PROGRAMMING)
2004-2005

PROFICIENCY

PRODUCT CATALOGING
PO EXECUTION
INVENTORY MANAGEMENT
PRICE UPDATION
PAYMENT TRACKING
STOCK RETURN TRACKING
WEBSITE MANAGEMENT
EXCEL - MIS
SALES REPORT
CORPORATE GIFTING



JOB EXPERIENCE

E-COMMERCE EXECUTIVE

AUG 14 - Mar 17

Shopping Kart LLP

1. Managing Ecommerce project including team management.
2. Complete management of online marketplaces like Amazon, Flipkart & Snapdeal. This involves:
3. Uploading & Listing of Product images, Attributes, Categories, Quality description, Content and bulk uploading
4. Customer Relationship Management - handling customer complaints & resolving customer queries, order status, returns, refunds etc.
5. Coordinating with ecommerce portals for shipping, returns, refunds & replacements, stock updates, product recalls, payments, issues, etc.
6. Creating & Processing Purchase Orders, coordinating with suppliers for in-time delivery, order tracking and stock updates
7. Creating and scheduling consignments for product replenishments at fulfilment centres
8. Coordinated with Logistics partners for consignment pickups and delivery at fulfilment centre
9. Handled end-to-end operations for online order processing, Vendor Management, Order management and Invoicing
10. Maintaining MIS w.r.t. product dispatch, deliveries, returns, fulfilment, refunds, replenishments, order flows, daily sales/profitability/discounts/margins etc.
11. Managing a team including training them on-the-job, assigning & allocating tasks, quality checking & reviewing their work

TEAM LEADER

Suntec Web Services Pvt. Ltd

Feb 11 - Aug 14

Project 1

1. (Feb-2011 - April-2011) Works for Safety & Gear products for US Client.

Project 2

1. (April 2011 - July-2014) Works for ClaytonKendall.com for different e-commerce website (rushimprint.com, rushimprint.ca, claytonkendall.com) – Bulk uploading the products, updation the products according to instruction, Bulk updation of inventory. Managing team of 6 person for this particular project-II.

Project 3

1. (May-2013 – July-2014): Handling different projects (16 members in Team) as a Team Leader.
2. Works for Clayton Kendall (April-2011 – July2014)
3. Works for Tapsuk.com (Team Handling/Bulk Uploading/Bulk Updation)
4. Works for Decoraus.com/Decoraus.ca (Lighting Projects) – Magento portal. Good knowledge at work on magento site. Bulk updation/Bulk uploading/site 5. management accordingly.
6. Works for indekart.com (e-Commerce Portal) – Magento based ecommerce portal.
7. Works for medicine project (collecting information from seller suggested website, managing data in document file)
8. Works for amazon.com for lighting projects.
9. Works for eBay.com as manually adding products on site, updating products (inventory/pricing).



SKILLS

Microsoft Excel		Microsoft Access	
Microsoft Word		Adobe Photoshop	
E-Commerce Marketplace		Microsoft Outlook	



LANGUAGE

- ENGLISH
- HINDI