



E-commerce Manager

Experienced E-Commerce Manager with proven task delegation and team building skills. Financial planner develops budgets and financial strategies to maximize resources and labor capabilities. Tech savvy leader builds strong online networks and connects with audiences through strong marketing strategies

Work Experience

Agribegri Tradelink
Pvt. Ltd.
2018-2024

- Developed methods and procedures to increase sales, expand markets and promote business. Planned and prepared work schedules, and assigned employees to specific duties.
- Monitored sales staff performance ensured that goals are met.
- Attended company meetings to exchange product information and coordinate work activities with other departments.
- Provided staff with assistance in performing difficult and complicated duties.
- Listened to and resolved customer complaints regarding services, products and personnel. Examined merchandise ensured correct pricing and display and that it functions as advertised.
- Coordinated sales promotion activities, such as preparing merchandise displays and advertising copy. Formulated pricing policies on merchandise accorded to profitability requirements.
- Guide to seller for listing of products with proper guidance.
- Handle complex complaints of customer and providing best suitable solutions. Uploading products, work on keywords, Image optimizations.
- Work as a bridge between sellers and company.
-

Aditi Toys Pvt. Ltd.
2024- Till Present

- Perform regular inventory checks to maintain accurate stock levels and prevent stock shortages.
- Creating Shipments for FBA and FBF with appointing new Fulfillments center.
- Maintain and update inventory records in Excel or other inventory management systems.
- Coordinate with the Production team to ensure timely restocking of inventory.
- Collaborate with the sales and marketing teams to develop strategies for maximizing inventory turnover and minimizing holding costs.
- Manage returns, exchanges, and refunds in accordance with company policies and procedures.
- Assist in preparing reports and conducting analysis related to inventory management and marketplace performance.

Expertise

- Coordinate with the warehouse to ensure on time order processing, pickup and delivery of customer orders.
- Monitor and follow up with logistics partners to ensure on time delivery of customer orders.
- Escalation management of customer orders in case of incorrect order delivery, delayed delivery etc.
- Monitoring of COD orders and contacting customers to confirm COD orders.
- Creating FBA / FBF Shippements.
- Manage Quick commerce Shippement.
- Identify opportunities for process improvement and efficiency gains in inventory management and fulfillment processes.
- Strong Analytical Skills: Ability to interpret data and make data-driven decisions for optimizing sales, traffic, and conversion rates.
- Customer-Centric Focus: Understanding of customer behavior and the ability to create a seamless and positive shopping experience.
- Digital Marketing Expertise: Knowledge of SEO, SEM, email marketing, social media advertising, and paid media to drive traffic and sales.
- Product Management: Ability to curate and manage product listings, optimize product descriptions, images, and categories for better visibility and sales.
- UX/UI Understanding: Knowledge of web design principles to ensure a user-friendly, visually appealing, and functional website.
- Technical Knowledge: Familiarity with e-commerce platforms (e.g., Shopify, WooCommerce, Magento), and basic understanding of HTML/CSS or ability to collaborate with development teams.
- Supply Chain and Inventory Management: Ensuring smooth management of stock, fulfillment, and logistics to meet customer expectations and maintain stock levels.
- Strong Project Management: Ability to coordinate teams, manage timelines, and ensure smooth execution of e-commerce initiatives.
- Conversion Rate Optimization (CRO): Expertise in using A/B testing, user feedback, and tools like Google Analytics to improve conversion rates.
- Sales and Revenue Optimization: Expertise in pricing strategies, discounting, upselling, and cross-selling to maximize average order value (AOV).
- Adaptability and Problem-Solving: Ability to pivot and find solutions quickly when problems arise or when new opportunities emerge.
- Knowledge of Trends and Competitors: Keeping up-to-date with e-commerce trends, market dynamics, and competitor strategies to stay competitive.
- Effective Communication Skills: Strong verbal and written communication skills for team collaboration, vendor negotiations, and customer engagement.
- Attention to Detail: Meticulous attention to product details, content accuracy, and operational processes to avoid errors.
- Financial Acumen: Understanding of budgets, forecasting, profit margins, and ROI to ensure the e-commerce business remains profitable.
- SEO & Content Strategy: Expertise in optimizing content for organic search ranking, keyword strategy, and creating high-quality product and marketing content.
- Leadership and Team Management: Ability to lead and motivate teams, whether it's marketing, customer service, or product management.



dsingh9033@gmail.com



Rajkot, Gujarat, India