

# DIGVIJAY SINGH

E-COMMERCE OPERATION MANAGER  
AND SUPPLY CHAIN SPECIALIST

## CONTACT

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## PROFILE SUMMARY

As an experienced E-commerce Manager with 6 years of expertise in managing operations, logistics, and team coordination, I have developed a strong foundation in supply chain management, inventory control, and process optimization. My hands-on experience with e-commerce platforms has honed my ability to ensure timely order fulfillment and smooth operations from warehouse to customer delivery. With a keen eye for detail and a commitment to efficiency, I am well-equipped to manage warehouse activities, optimize workflows, and contribute to achieving operational excellence. I am now seeking to leverage my skills in warehouse management to drive organizational growth and improve supply chain performance.

## EDUCATION

**2014 - 2017**

**SAURASHTRA UNIVERSITY**

- Bachelors in Computer Application

**2017 - 2019**

**SAURASHTRA UNIVERSITY**

- Master's Science And Information Technology.

## SKILLS

- Inventory Management
- Warehouse Operations
- Supply Chain Management
- Logistics Coordination
- Process Optimization
- Team Leadership
- Warehouse Management Systems (WMS)
- Safety Compliance
- Problem-Solving
- Budget Management
- Order Fulfillment and Distribution

## LANGUAGES

- English: Fluent
- Hindi: Fluent

## WORK EXPERIENCE

**Agribegri Tradelink Pvt. Ltd.**

**2018-2024**

E commerce Operation Manager

- Agribegri is an Agricultural marketplace for Agri Inputs In India with a Pan India Customer base.
- To work closely with the Dispatch team to ensure on time dispatch or all order per day.
- Handling per day 800+ B2C orders and 150 + B2B orders.
- Look after the complaint if customer got the wrong parcels and make it sure to replace it with original orders.
- Check the stock of warehouse and ensure the stock as per demand and supply.
- Check and remove the expired products from the warehouse.
- 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 is the India's Biggest Toys manufacturing Unit With 600+ SKUs of toys.
- 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.
- Co-ordinate 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.
- 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.

## Expertise

- 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.
  - Technical Knowledge: Familiarity with e-commerce platforms (e.g., Shopify, WooCommerce, Magento), and basic understanding of HTML/CSS.
  - 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.
  - 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 ensure the e-commerce business remains profitable.
  - Leadership and Team Management: Ability to lead and motivate teams, whether it's marketing, customer service, or product management.
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