

Vijay Singh Rautela

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IT & E-COMMRCE COORDINATOR

Skilled IT & E-Commerce Coordinator with one year of experience in managing and troubleshooting issues on major online food delivery platforms such as Swiggy and Zomato. Proficient in identifying and resolving technical problems, ensuring seamless order processing and user experience. Adept at enhancing platform functionality and collaborating with support teams to address and resolve issues promptly.

KEY COMPETENCIES

Technical Troubleshooting	Team Work	Basic Computer Hardware Troubleshooting
E-Commerce Management	Help Desk Support	Technical Support
Customer Support	Negotiation	Video Editing

PROFESSIONAL EXPERIENCE

NEW SHOP

Aug 2023 - Jun 2024t

IT (Information Technology) Intern

During my internship at New Shop , I gained valuable experience in customer service,troubleshooting technology systems, inventory management, and sales support. I handled customer inquiries, managed stock levels, and assisted with promotional activities, all while developing strong communication and organizational skills. This role enhanced my understanding of IT and retail operations and contributed significantly to my professional growth.

NEW SHOP

Jun 2024-Current-

ADMIN COORDNATOR-E-COMMRCE

Currently working as an Admin Coordinator at New Shop, where I handle day-to-day tasks to keep our e-commerce operations running smoothly. My responsibilities include managing customer inquiries, handling inventory, and supporting order processing. I use various tools to improve efficiency and ensure a great customer experience

EDUCATION & CERTIFICATIONS

Bachelor of Computer Applications

Indira Gandhi National Open University
2023 - Current

G.I.C.UTTAMSANI ALMORA UTTARAKHAND

Uttarakhand Board of School Education
12th with 73.5%

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EXTRACURRICULAR ACTIVITIES

Video Editing

Socila Media Handling

Short Video Creation

Web development