



Sagar Sia

Team Leader

Detail-oriented team leader with more than 5 years of work experience with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy

Contact

Phone

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Email

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Address

Althan, Surat, Gujarat, India -
395017

Education

2019

Bachelor in Accounting & Finance
Mumbai University

2016

H.S.C.
Mumbai University

Expertise

- E-Commerce
- Product listing and Cataloging
- Amazon Vendorcentral & Airbnb
- Digital Marketing
- Customer Support
- Team Management

Language

English

Hindi

Marathi

Odia

Experience

○ Aug'2019 - June'2023

Iksula Services Pvt Ltd, Mumbai

Senior E-Commerce Executive

Quality checking and giving feedback to the Team
Cataloging, Supply chain, Order Processing and Customer Support
Amazon Vendorcentral, Sellercentral, Nykaa, Noon.com experience
Managing a small team with delivering quality file to the client

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Jan'2023 - April'2023

DSW.com

Freelancer - Virtual Assistant

Worked as a Virtual assistant for DSW as a freelancer on contractual basis.
Making schedules for employees and generating pay reports as per their working hours.
Listing products and uploading
customer support tasks, Product return and Refund process.

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July'2023 - Present

Kiotel Hospitality Pvt Ltd

Team Leader - Virtual Customer Service

Virtual Frontdesk of US based Hotels
Virtual Check-in and check-out of guests through a video call
Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
Phone call reservation and negotiation with guest
Resolve all issues and queries of guests virtually
Listing and Price Managing on third party sites

Hobbies

Anayzing Indian Stock Market

Writing Poems