

# ANKIT DONGRE

## **Order Management Specialist & E-commerce specialist with 2 years of experience in TIU Consulting pvt Ltd**

Gondia, Maharashtra 441902

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+91 97658 67471

The E-Commerce Associate is responsible for the day-to-day operations of our online store. This includes processing customer orders, handling customer inquiries, and managing inventory. The ideal candidate is a highly organized and detail-oriented individual with strong customer service skills.

Willing to relocate: Anywhere

## Personal Details

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**Date of Birth:** 1996-05-01

**Eligible to work in:** India

**Highest Career Level:** 1-2 years experience

**Industry:** Customer Service, IT Operations & Helpdesk, Internet, Ecommerce, Logistic Support

**Total years of experience:** 1

## Work Experience

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### **Ecommerce Specialist**

TIU Consulting - Gondia, Maharashtra

November 2021 to Present

Dedicated E-commerce Specialist with a proven track record in order processing, returns, reshipments, process invoice payables and resolution of customer-related issues for Wraptite, serving US clients. Skilled in ensuring accurate and efficient order fulfillment. Currently excelling in e-commerce operations, specializing in "Men's wallet" on eBay and Walmart. Proficient in creating SEO-friendly titles, crafting item listings, and driving results through social media marketing, campaigns, and promotions. Adept at managing the entire e-commerce lifecycle to enhance operational efficiency and customer satisfaction.

### **Customer Service Associate**

TIU Consulting - Gondia, Maharashtra

June 2022 to December 2022

Customer service professional adept at addressing and resolving issues related to damaged orders. Proficient in handling customer inquiries through email and calls, ensuring timely and effective solutions. Experienced in maintaining customer satisfaction while upholding company standards.

### **Order Management Specialist**

TIU Consulting - Gondia, Maharashtra

November 2021 to June 2022

Dedicated order management specialist With 2 years of experience at Tiu Consulting Pvt Ltd. I process orders of eBay and Walmart as well as Amazon. I take care of invoice payables, returns and reshipments. Also I adress customer inquires and resolve issues related to orders.

## Education

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### **Bachelor's in BCOM**

RTM NAGPUR UNIVERSITY - Gondia, Maharashtra

June 2014 to May 2017

### **12th Pass**

Krishna kr college kurhadi - Gondia, Maharashtra

June 2013 to February 2014

### **10th Pass**

Manohar municipal high school gondia - Gondia, Maharashtra

May 2011 to March 2012

## Skills / IT Skills

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- Multitasking
- Communication skills
- Leadership
- Problem solving
- Time management
- Strategic thinking

## Languages

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- Hindi english - Intermediate