

GURPREET KAUR

E-commerce Operations | Marketplace Operations | Seller Operations

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ABOUT ME

E-commerce Operations professional with hands-on experience in managing international and domestic marketplaces including eBay (International), Meesho, and Flipkart.

Strong expertise in seller account management, product listing, catalog optimization, inventory control, pricing analysis, order fulfillment, and marketplace compliance. MBA (Banking & Finance) with additional exposure to accounts, MIS reporting, and customer operations. Proven ability to handle multiple seller accounts and high-volume operations efficiently.

EDUCATION

NMIMS UNIVERSITY

MBA – Banking & Finance
2019– 2021

DELHI UNIVERSITY

B.Com
2017 – 2019

CERTIFICATIONS

- Advanced MS Excel (Pivot Tables, VLOOKUP/XLOOKUP)
- MIS & Performance Reporting
- Inventory & Order Reconciliation
- Vendor & Logistics Coordination
- Basic Accounting & GST Knowledge
- Customer Issue Resolution

SKILLS

- Meesho & Flipkart Seller Account Management
- Product Listing & Catalog Quality Control
- Inventory Management & Order Fulfillment
- Pricing, Offers & Returns Management
- Advanced MS Excel (Pivot, VLOOKUP/XLOOKUP)
- MIS & Performance Reporting
- Vendor & Logistics Coordination

WORK EXPERIENCE

REPUBLIC AGRO | DELHI

E-commerce Operations Executive _____ **Sep 2025 – Present**

- Managing Meesho and Flipkart seller accounts with complete ownership of daily marketplace operations
- Creating and optimizing product listings, ensuring correct titles, descriptions, categories, and attributes
- Handling inventory updates, stock availability, and order flow to avoid cancellations and delays
- Monitoring pricing, discounts, and offers to remain competitive on the platform
- Coordinating with logistics partners for timely dispatch, delivery, and return management
- Ensuring adherence to platform policies, SLAs, and data accuracy standards
- Preparing daily and weekly MIS reports using Advanced Excel for sales, orders, and inventory

INFINITY EXIM | DELHI

E-commerce Operations Executive _____ **Sep 2021– Aug 2025**

- Managed 5–6 international eBay seller accounts simultaneously for global markets
- Handled end-to-end eBay operations, including product listing, catalog optimization, and item specifics
- Conducted pricing analysis and competitor research to improve visibility and profitability
- Coordinated with vendors for product sourcing, cost negotiation, and stock planning
- Managed international order processing, shipping coordination, and delivery tracking
- Resolved order issues, listing errors, and customer disputes within defined timelines
- Ensured compliance with eBay international marketplace policies and performance metrics
- Maintained high data accuracy and prepared Excel-based MIS reports for management review

GOLD TOURS & TRAVELS | DELHI

Accounts & Customer Executive _____ **Dec 2017–Dec 2020**

- Handled bank reconciliations and accounting records
- Assisted with audits, tax documentation, and monthly reporting
- Managed customer queries and service coordination, ensuring timely resolution
- Supported day-to-day finance and administrative operations