

Rahul Sharma

E-commerce Manager

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📍 Delhi, Delhi

SUMMARY

E-commerce Manager with over 8 years of experience in driving online sales and optimizing website performance through strategic e-commerce strategies. Proven track record of achieving sales targets and collaborating with cross-functional teams to ensure brand success. Recognized for the ability to interpret data and provide actionable insights for continuous business growth.

EXPERIENCE

E-commerce Manager

10/2022 - Present

Flipkart.com

- Manage end-to-end seller accounts on Flipkart, driving sales growth and overall business expansion through strategic support and performance optimization.
- Ensured consistent product availability by monitoring stock levels and coordinating timely replenishment at seller warehouse.
- Facilitated smooth onboarding of sellers to Flipkart's Fulfilment Centers (FSS / Smart Fulfilment) to enhance delivery speed and customer satisfaction.
- Planned and executed effective Flipkart Ads campaigns, improving product visibility and delivering.

Senior E-commerce Executive

02/2021 - 10/2022

Fashionear Technologies Pvt. Ltd. ↗

- Successfully onboarding and managed a portfolio of Meesho new sellers, ensuring their smooth transition and performance optimization on the platform.
- Improved seller engagement and product discoverability through strategic advertising and inventory management.
- Identified and onboarded new sellers through market visits, expanding marketplace presence and seller base.
- Provided dedicated support to newly onboarded sellers for the first three months, ensuring smooth setup and performance optimization.
- Created and managed seller accounts, including catalog setup, product listing and stock management on the marketplace platform.

Account Manager

10/2016 - 01/2021

Maanya Furniture and Decorators

- Opened and managed new seller accounts on leading e-commerce platforms including Flipkart, Amazon and Meesho expanding brand presence across multiple marketplaces.
- Created and optimized product listings for a wide range of furniture items such as sofas, office chairs, tables, wardrobes, dressing tables, and computer desks, ensuring accurate content, competitive pricing and appealing presentation.
- Planned and executed advertising campaigns on multiple marketplace panels to enhance visibility, drive traffic and boost sales performance.
- Managed the end-to-end sales process -- from order generation and processing to dispatch coordination and final delivery.
- Collected and analyzed customer feedback post-delivery to assess satisfaction and identify improvement areas.
- Efficiently handled replacement and return cases for damaged or defective furniture products ensuring quick resolution and customer satisfaction.

Team Leader

06/2017 - 09/2018

Net Ambit Pvt. Ltd

- Lead and manage a team responsible for onboarding new sellers onto cloudbait.com, enabling them to sell products on

Amazon.in.

- Assign tasks , set daily/weekly targets and monitor team performance to ensure smooth and timely seller onboarding.
- Provide trainingto team members for cloudbail process, platform guidelines and best practices for efficient seller onboarding.
- Reveiw and validate seller documents for seller account setup, product listings and inventory to ensure compliance with Amazon policies.
- Track onboarding progress , identify bottlenecks and implement process improvements to enhance efficiency and reduce errors.
- support the team in resolving seller queries technical issues and operational challenges during the onboarding process.

Senior Certified Internet Consultant

01/2016 - 06/2017

Justdial ↗

- Successfully onboard sellers and convert them to paid services, contributing to a measurable increase in platform revenue.
- Enabled sellers to setup fully functional busines websites, increasing online visibility and lead generation.

EDUCATION

Commerce

07/2005 - 06/2009

Delhi University - B.COM

Commerce

04/2004 - 05/2005

Kendriya Vidlayala - High School

CERTIFICATES

ANIIT Course with Basic Compuer

07/2006 - Present

NIIT

SKILLS

Communication and
Negotiation Skill

Expert

Leadership Abilities

Expert

Listening Skills

Expert

Attention to detail and
accuracy

Expert

Time Management and Multi-
tasking

Advanced

Analytical Skills

Expert

Adaptability and qulick
learner

Advanced

Proces optimization and
efficiency improvement

Expert

Advanced

LANGUAGES

English

Fluent

Hindi

Native