



SHIVAM KUMAR

E-Commerce Manager

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ABOUT ME

Solution-oriented and problem solver with over **4 years of experience** building brands Online. Highly skilled in communication, and collaboration. Ability to quickly learn new software applications.

EDUCATION

RPS PUBLIC SCHOOL

HIGH SCHOOL
2016

DPG POLYTECHNIC COLLEGE

Diploma - Computer Science
Dropped

SKILLS

E-Commerce

Wordpress

Social Media

Customer Support

Google Ads

Facebook Ads

Website Management

Order Fulfillment

Shopify

Digital Marketing

Vendor Management

WORK EXPERIENCE

LOVE THE PINK ELEPHANT - GURGAON

JULY 2023 - PRESENT

E-Commerce Manager

Manage the whole brand right from the manufacturing to the delivery and handling the customer queries. I manage customers queries, update sheets, run campaigns, execute new ideas related to offers, products and marketing.

- Maintaining the daily website and eCommerce functionality, including 3rd party apps & integrations
- Manage Instagram influencers and run campaigns on Facebook.
- Ensure the timely delivery of orders.

DESIGNER PROGRESSIVE INDIA LLP

APRIL 2023 - JULY 2023

E-Commerce Executive

Manage the brand website on Shopify and ensure every details are updated like offers, promotions, and new products. Manage service requests from the customers and ensuring the timely delivery of their products and after sale services

- Working with the service team to execute client requests in the most streamlined way.
- Talk to customers regarding their service requests and close them.
- Determining the formal features of the website in order to maximize ease of navigation for customers.

THE HAPPY DREAMS - GURGAON

JAN 2021 - SEP 2021

E-Commerce Executive

Used to manage various marketplaces like Amazon, Flipkart, and Etsy. I was responsible for handling all the tasks related to eCommerce operations right from product listing to handling customer queries

- Maintaining the daily website and eCommerce functionality, including 3rd party apps & integrations.
- Ensure inventory availability
- Ensuring quality of content on marketplaces & own website

ORIKAM HEALTHCARE – GURGAON**DEC 2019 – JAN 2021**

E-Commerce Executive

Used to manage day-to-day operations of Online orders, product cataloging, handling queries, competition analysis, etc. Identified flaws and optimization opportunities in product listings to improve company's product rankings to the first page of SERPs.

- Oversee and maintain core web services and websites
- Handling orders from dispatch to delivery

CERTIFICATIONS

CONTENT MARKETING AT SEMRUSH	OCT 2020
FUNDAMENTALS OF DIGITAL MARKETING AT GOOGLE	MAY 2020
FACEBOOK & INSTAGRAM ADS	JAN 2024
FULL STACK DIGITAL MARKETING COURSE	JAN 2024