

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

Flipkart.com

10/2022 - Present

- 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

Fashioneer Technologies Pvt. Ltd. ↗

02/2021 - 10/2022

- Successfully onboarded 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 market place platform.

Account Manager

Maanya Furniture and Decorators

10/2016 - 01/2021

- 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

Net Ambit Pvt. Ltd

06/2017 - 09/2018

- Lead and manage a team responsible for onboarding new sellers onto cloutail.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 training to team members for cloutail process, platform guidelines and best practices for efficient seller onboarding.
- Review 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

Justdial ↗

01/2016 - 06/2017

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

EDUCATION

Commerce

Delhi University - B.COM

07/2005 - 06/2009

Commerce

Kendriya Vidyalaya - High School

04/2004 - 05/2005

CERTIFICATES

ANIIT Course with Basic Computer

NIIT

07/2006 - Present

SKILLS

Communication and Negotiation Skill	Expert	Leadership Abilities	Expert
Attention to detail and accuracy	Expert	Listening Skills	Expert
Analytical Skills	Expert	Time Management and Multi-tasking	Advanced
Process optimization and efficiency improvement	Expert	Adaptability and quick learner	Advanced
			Advanced

LANGUAGES

English

Fluent

Hindi

Native