Rajat Tyagi

Assistant Operation Manager

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Summary

Results-driven E-commerce & B2B sales professional with 5+ years of experience scaling and daily essentials across Amazon B2B, Flipkart, Blinkit, and Swiggy. Delivered ₹100 Cr+ in revenue through strategic pricing, platform operations, and analytics. Adept in SAP, and cross-functional coordination.

Education

Bachelor of Technology (B.Tech) in Mechanical Engineering|

ABES Engineering College,2013 to 2017 | Ghaziabad

Diploma |

 MS Office & Accounting| December 2020 | Ghaziabad

Professional Experience

Assistant Operation Manager – E-commerce & B2B Sales
Eagle Network Supply Pvt. Ltd. | Feb 2023 – Present | New Delhi, India

- Delivered **₹150 Cr+ revenue** across Blinkit, Swiggy, Flipkart & Zepto B2B within a Year

- Handled **₹7–8 Cr** in monthly revenue across 6 platforms

- Resolved **over 1,000 operational** discrepancies with **98% accuracy**, ensuring smooth platform reconciliation.

- Increased AOV by **100%** on Flipkart & Big Basket through bundling & pricing

- Achieved **95%+ fulfilment rate** on Q-commerce platforms

- Implemented seasonal strategies leading to **30%+ sales growth** in peak periods

Sales & Analytics Responsibilities

- Built dashboards in **Advance Excel** to track sales, inventory, and ROI across platforms.

- Monitored key KPIs: in-stock %, return ratio, order trends, and event promotional effectiveness.

- Collaborated with analytics, procurement, and category teams for pricing, forecasting, and planning.

- Led seasonal campaign strategy that increased Q-commerce sales by 30% during Diwali 2023.

Platform	Responsibilities	Key Achievements
Blinkit	• Onboarded & managed 50+ vendors • Run pricing, discount & listing strategy • Resolved SLA, returns	☑ ₹50 Cr+ Orders ☑ Seller metrics improved
Amazon B2B	• PO acknowledgments • Managed returns, shortage, catalogue issues	☑ ₹80 Cr+ orders ☑ 35% fewer invoice issues

Platform	Responsibilities	Key Achievements
Flipkart	• AOV & assortment planning • Return handling & fulfilment	☑ 100% AOV growth ☑ Scorecard improvement
Swiggy Instamart	• Order lifecycle & warehouse coordination • Festive bundling strategies	☑ 22% more orders ☑ 95%+ fulfilment maintained
Zepto	• Listings, pricing audits • Category coordination, dispute handling	☑ Escalations dropped ☑ Stable in-stock ratio
Big Basket	• Seasonal promotions • SAP-based stock sync • Margin control	☑ 30%+ sales growth in peak seasons

Senior Sales Executive – E-commerce & B2B Sales
Eagle Network Supply Pvt. Ltd. | Jan 2020 –Feb-2023 | New Delhi, India

- Managed 50+ live listings across platforms, increasing order frequency by 22% in 12 months.

- Used **SAP B1 modules** to track procurement, stock levels, and sales orders.

- Conducted regular price benchmarking and audits to ensure competitive pricing and margin control.

- Coordinated listing hygiene, product bundling, and seasonal discount strategies

- Checking Sales Order pricing with agreed Margin for proper Fill Rate

- Coordinating with Customers for SO as per stock availability's

- Strategic process of optimizing the slotting of high-demand, critical stock within a dark store or micro-fulfilment centre to ensure the fastest possible picking and dispatch

- Responsibility for completing monthly goal of sales targets on day-by-day operations.

- Led to creation and managing all Portal's, monitoring material consumption and analysed shortage report.
- Maintain higher safety stock levels for critical, high-demand products to account for demand volatility and potential supply chain disruptions.

Warehouse Executive – E-commerce & B2B Sales
Eagle Network Supply Pvt. Ltd. | Jan 2017 –Jan-2020 | New Delhi, India

- Check quantity, SKU, batch, and packaging condition
- Inspect products for physical damage, defects, or shortages
- Coordinate for return/replacement if required
- Maintain accurate stock records (inward, outward, closing balance)
- Proper binning, labelling, and space utilization
- Ensure cleanliness and order in storage areas
- Pick, pack, and dispatch orders as per system instructions
- Maintain records of GRN, invoices, DCs, PODs, and courier manifests
- Coordinate with procurement, accounts, operations, and logistics teams
- Ensure proper handling of tools, equipment, and material

- Classify returned goods (good, damaged, non-sellable)
- Update system and coordinate for CN/claims if required

Key Skills

E-commerce Operations:

- Marketplace Management (Flipkart, Blinkit, Amazon B2B, Zepto, Swiggy)
- Vendor Onboarding & Relationship Handling
- SLA Monitoring, Return/Cancellation Handlin g
- Catalog Management & Listing Optimization
- Seasonal Promotions & Assortment Planning

Reporting & Analytics:

- Dashboard Creation (Power BI, Google Sheets, Excel)
- MS Excel (Pivot Tables, VLOOKUP, IF formulas)
- KPI Monitoring: In-stock %, Return Ratio, Fulfilment Rate

Tools & Platforms:

- SAP B1, Vinculum
- Flipkart Seller Hub, Amazon Vendor Central, Blinkit, Zepto Partner Panel
- Google Sheets, Gmail, MS Office

Soft Skills:

- Cross-functional Coordination (Warehouse, Finance, Category Teams)
- Attention to Detail & Problem Solving
- Fast Learner with Tech Adaptability
- Strong Communication & Follow-ups
- Leadership experience
- Strategic thinking

Languages

- **English** – Professional Proficiency
- **Hindi** – Native / Full Professional Proficiency