

# Aimad Ahmad

Results-driven **Project & Operations Lead** with expertise in E-Commerce growth, project management, and key account handling across platforms like **Flipkart** and **Amazon**. Skilled in **budgeting, forecasting, cross-functional leadership, and marketplace strategy** with a proven record of delivering **sales growth, process improvements, and operational efficiency**. Recognized for driving **high-impact campaigns (Big Billion Days, Diwali Jupiter Event)** and building long-term client relationships



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LinkedIn:- [Click here](#)

## Award

Amazon- [Click here](#)

## SKILLS

- E-commerce Strategy & Growth.
- Project & Program Management.
- Key Account Management.
- Cross-functional Team Leadership.
- Data Analysis & BI Dashboards (Excel, Power BI).
- Performance Marketing & Campaign Planning.
- Client Relationship Management.
- Market Research & Competitive Analysis.

## Accomplishment

### Flipkart:-

-Recognized for **Outstanding Performance (2024–25)**.

-Handling the PLA metrics at **big billion day** event and had the stand out implementation achieving 75% adaptably on the accounts.

### Amazon:-

- Winner of **Jupiter (Diwali Event)**, exceeding GMS targets.

- Spearheaded the **launch of Arihant Shoppe**, driving it to top category performance.

- Award for successfully onboarding **30+ seller accounts in a quarter**.

## WORK EXPERIENCE

### **Team Leader**

Flipkart Internet Pvt Ltd.

02/2024 -Present, Noida, India *Key Responsibilities Areas*

- Employment through Flipkart , specializing in e-commerce operations and team leadership.
- **Led a team of 15 field representatives**, ensuring seamless execution of projects and achieving organizational goals
- **Coordinated cross-functional teams** (strategy, operations, category) for smooth project delivery, resource alignment, and timely execution.
- **Implemented Agile methodology**, improving collaboration and **increasing project delivery speed**.
- Drove seller business growth by executing **strategic account plans** and identifying opportunities across categories.
- Analyze industry and Flipkart internal data to understand competitive landscape across multiple categories and identify customer trends.
- **Handled PLA metrics at Big Billion Days**, achieving **75% adaptability** on accounts.
- Track and report performance using appropriate metrics. Achieve productivity of team and smooth completion of targets.
- Developed **dashboards (Excel, Power BI)** to track project status, effort, budget, and financial metrics for leadership visibility.
- Collaborated with other team managers to align project plans, share resources, and resolve cross- functional dependencies.

### **Business Associate (Account Management)**

Amazon Seller Servicer Private Limited.

02/2022 – 01/2024, Delhi, India *Key Responsibilities Areas*

- Meeting the new sellers target and ensuring the hassle-free onboarding of new sellers with the required SKUs.
- Built and executed **strategic account plans**, consistently **exceeding sales targets** across categories.
- Delivered **training and account support**, empowering sellers to maximize performance and revenue.
- Collaborated with marketing, category, and operations teams to **drive visibility campaigns** and resolve cross-functional dependencies.
- Researching for the best and most suitable keywords to draw maximum valuable traffic to the products.
- Built strong networks with key stakeholders and influencers within client organizations to establish trust and facilitate business growth.
- Acted as the primary point of contact for client concerns, providing timely solutions and nurturing trust.
- Delivered comprehensive product training, empowering clients to maximize the value of offerings.

### **Sr. Territory Manager** Kyocera Document Solution.

08/2021 - 01/2022, Bangalore, India *Key Responsibilities Areas*

- To generate leads & identify decision makers within targeted leads and initiate the sales process.
- Managed **B2B sales cycle**, from lead generation to account conversion, consistently exceeding targets.
- Built and nurtured **long-term client relationships** with 20+ enterprise accounts and decision-makers.
- Conducted **competitive market analysis**, creating sales strategies that resulted in a strong pipeline.
- To be an interface between the customer and internal support teams to ensure that the customer receives the best possible service from the company.

## **Customer Relationship Manager HDFC Bank.**

*05/2018 – 04/2019, Dhanbad, India Key Responsibilities Areas*

- Managed a **portfolio worth ₹30 Cr**, ensuring strong profitability and client retention.
- Drove **HNI client acquisition**, cross-selling, and customized financial solutions.
- Achieved growth in **retail sales and customer satisfaction** through proactive relationship management.

### **Key Projects**

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- **Peak Season Campaign Planning (Flipkart):** Coordinated Big Billion Days execution with cross-functional teams, managing risks, schedules, and real-time reporting.
- **Resource Forecast Alignment (Flipkart):** Optimized resource planning and prevented bottlenecks through proactive forecasting.
- **Diwali Campaign (Amazon):** Led seller readiness project, ensuring 100% compliance and record-breaking sales performance.
- **Market Gap Analysis (Amazon):** Identified unmet customer needs in electronics, improving product listings and sales targeting.

## **Education**

**Master of Business Administration**  
International Management Institute (IMI)  
2016 – 2018

Bhubaneswar, Orissa.

**Bachelor of Commerce(vocational)**  
St. Xavier College  
2012 – 2015

Ranchi, Jharkhand.

**Senior secondary education 12th**  
State Board Jharkhand  
2012

Jharkhand.

**Senior secondary education 10th**  
State Board Jharkhand  
2010

Jharkhand