

Arun Kishor

ECOMMERCE MANAGER

CONTACT

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- 📍 Sonia Vihar Delhi

EDUCATION

- 2021
Bachelor Of Arts
Delhi University
- 12 th
M.R.L Senior Secondary School

SKILLS

- E-commerce strategy
 - Website management
 - Project Management
 - Customer relationship
 - Customer support
- E-commerce platforms Amazon, Ads Specialist, Promotions, Brand Store Making, Flipkart Promotions, Shopify Theme Making, All Platform Listing, And Listing optimization
Promotion And Ads Well Knowledge

LANGUAGES

- English
Hindi

PROFILE

Dynamic Ecommerce Manager with a proven track record at JAIN SONS, adept at crafting effective e-commerce strategies that drive online sales. Skilled in website management and customer relationship management, I consistently enhance customer satisfaction and resolve issues creatively, resulting in increased sales volume and loyalty.

WORK EXPERIENCE

- | | |
|---|---------|
| Suntec Web Service | Present |
| Catalogue Associate | |
| • Interacting and coordinating with vendors/buyers to accurately reflect the catalog & other product related information. | |
| • Maintain records of the day-to-day work by updating trackers to reflect the work done | |
| • Learn the existing tooling and services and develop creating processes to improve sales | |
| • Achieve monthly online sale targets | |
| • Online Campaign Management | |
| • Good Understanding of digital marketing and CRO techniques | |
| • Content Management in coordination with the product/ Merchandising team | |
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- | | |
|---|-----------------------|
| Jain Sons Delhi,India | July 2023 - June 2024 |
| Ecommerce Manager | |
| • Developed a comprehensive e-commerce strategy to increase online sales. | |
| • Maintained accurate records of orders placed online. | |
| • Enhanced sales volume through skilled support to both new and inactive customers. | |
| • Managed the day-to-day operations of the e-commerce platform, including product management, website content updates and customer service. | |
| • Exceeded customer satisfaction by finding creative solutions to problems | |
| • Enhanced sales volume through skilled support to both new and inactive customers. | |
| • Managed the day-to-day operations of the e-commerce platform, including product management, website content updates and customer service. | |
| • Exceeded customer satisfaction by finding creative solutions to problems. | |

COMPUTER PROFICIENCY

- Advanced Excel
- Photoshop
- Corel Draw, HTML, Android
- Page Maker

WORK EXPERIENCE

True Sambandh Pvt Ltd.

Ecommerce Executive

April 2021 - June 2023

- Scaled marketplace portfolio by building platform strength in tier 2 & 3 markets, delivering 45% YOY growth.
- Stayed on top of trends in an ever-changing landscape to find opportunities and prioritize them based on size & internal capabilities.
- Increased the bottom-line goodness by 25%(BAU) from the set of managed Retail Brands portfolio.
- Owned category funnel & conversion and worked across cross-functional teams (digital product, merchandising) on solutioning to improve the funnel and user conversion. Increased landing page conversion rates by 38%.
- Owned & executed demand generation activities to meet category objectives through selection, pricing, promotions, visibility, availability, consumer communication & category events.
- Launched new products on the platform, keeping in mind, latest consumer trends and brand inputs. Made Brands partners in customer communication.

K R Trading Company

Ecommerce Manager

August 2016 - April 2023

- Developed a comprehensive e-commerce strategy to increase online sales.
- Maintained accurate records of orders placed online.
- Resolved customer complaints regarding sales and service.
- Enhanced sales volume through skilled support to both new and inactive customers.
- Managed the day-to-day operations of the e-commerce platform, including product management, website content updates and Customer Services