

VIJAY KUMAR

| Program Manger | Category Operations / E-Commerce Operations Manager|

JOB OBJECTIVE

Seeking an **E-commerce / Q-commerce Operations or Program Coordinator** role in a fast-growing product or marketplace-driven organization, where I can leverage hands-on experience in **inventory management, catalog operations, order lifecycle management, MIS reporting, and cross-functional coordination** to improve operational efficiency and support business growth.

CONTACT

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EDUCATION

- Bachelor of Science, Electronics (Honours), Bhaskaracharya College of Applied Science, DU, Delhi, 2017

CORE COMPETENCIES

- Advanced Excel & Google Sheets (VLOOKUP, XLOOKUP, Pivot Tables, Dashboards)
- Category Operations & Marketplace Management
- Pricing, Promotions & Campaign Execution
- Amazon Seller Central
- Flipkart Seller Hub
- Revenue Growth Strategies
- Inventory Planning & Stock Reconciliation
- Fill Rate, Sell-Through & Inventory Ageing Control.
- Dashboard Creation
- Project Management
- SLA Adherence
- Cross-Functional & Stakeholder Management
- Customer Experience Optimization
- Process Improvement & SOP Implementation
- Promotions, Campaigns & Visibility Execution.

PROFILE SUMMARY

Category Operations and E-Commerce professional with **3+ years of experience** managing day-to-day marketplace and category operations across **Amazon, Flipkart, Blinkit, Zepto, Swiggy Instamart, BigBasket**, and other online platforms. Strong expertise in **inventory planning, pricing & promotion execution, catalog accuracy, MIS reporting, and cross-functional coordination**.

Hands-on experience in analyzing category performance, controlling inventory ageing, improving sell-through, and resolving operational issues through data-driven insights. Proficient in **Advanced Excel (VLOOKUP, XLOOKUP, Pivot Tables, Dashboards)** with proven ability to support category growth, operational efficiency, and SLA adherence in fast-paced environments. Seeking a **Category Operations Manager (E-Commerce)** role to drive scalable category performance and operational excellence.

WORK EXPERIENCE

Nov'2025 to Present: Program Manger | DeHaat (Green Agrevolution Pvt. Ltd.)

- Coordinating with **SCM and MDM teams** to ensure smooth SKU movement and inventory availability across e-commerce platforms.
- Managing **end-to-end order lifecycle**, including order tracking, issue resolution, and SLA adherence.
- Handling **pricing uploads, updates, and maintenance**, ensuring alignment with marketing promotions and category strategies.
- Maintaining accurate **MIS reports** for inventory movement, orders, pricing issues, and operational KPIs.
- Resolving **vendor payment discrepancies and RVP closures** in coordination with finance and vendor teams.

Key Contributions:

- Improved turnaround time by proactive coordination with SCM, Tech, and Finance teams.
- Reduced pricing and catalog discrepancies through regular audits and structured checks.
- Strengthened inventory visibility and reporting accuracy.

Aug'2024 to Nov 2025': Q-Commerce/E-Commerce & key-Account | Nurturing Green Plantation Pvt. Ltd.

- Managed **end-to-end Q-commerce and E-commerce operations**, including **inventory planning, order processing, catalog coordination, and key account management** in a hybrid setup.
- Handled **Q-commerce platforms (Blinkit, Zepto, Bigbasket & Swiggy Instamart)**, ensuring daily order flow, inventory accuracy, stock availability, and adherence to platform SLAs.

TECHNICAL SKILLS

- Advance Excel
- MS Word
- Google Sheets
- SQL
- Power BI
- Eazy ERP
- SAP (coordination)
- MS Power Point
- Marketplace Operations
- MIS
- CRM
- Generative AI
- Canva
- Shopflo

PERSONAL DETAILS

- Address- West Delhi (Dwarka)
- Language- English,Hindi
- Date of Birth - 15-08-1995

- Supported **E-commerce marketplace** operations on **Amazon,Flipkart** including inventory tracking, order processing, reconciliation, and issue resolution.
- Maintain **Account Health**, manage policy violations, and **handle Safe-T & SPF** Claims.
- Oversee **inventory management** (Seller Flex, Easy Ship, FBA & FBF consignments)
- Handled **returns (RTO), cancellations, and customer/order escalations**, ensuring timely closures and minimal operational impact.
- Prepared and maintained **daily and weekly MIS reports** covering inventory status, orders, returns, catalog issues, and key operational KPIs.
- Conducted **keyword research and competitor analysis** to support catalog performance and product visibility.
- Utilized **MS Excel (VLOOKUP, XLOOKUP,Pivot Tables, Filters)** for reporting, reconciliation, and performance tracking.

Key Achievement;

- Boosted Operational Efficiency: Reduced order processing Turnaround **Time (TAT) by ~20%** through proactive tracking and immediate resolution of supply chain and technical bottlenecks.
- Enhanced Data Integrity: Improved pricing **and catalog accuracy by ~30%** by implementing regular audit protocols and structured price-update checks.

Jan '2023 to Feb 2024': E-Commerce & Customer Support Executive | Vrishvrindaa Cares Pvt.Ltd. |

- Managed **inventory control, returns (RTO)**, and reconciliation across e-commerce platforms
- Oversee **Flipkart, Amazon, Facebook, Google Ads Campaigns**.
- **Utilize Interakt (WhatsApp Automation)** for marketing & customer management.
- Oversee WhatsApp chat support & customer query resolution.
- Coordinated with **logistics partners** to resolve delivery delays and operational bottlenecks.

Feb '2022 to Jan2023': Marketing & E-Commerce Executive | NIE

- **Supported Amazon and Flipkart seller operations**, including basic listing coordination, order processing, and inventory tracking.
- Supported **digital marketing** and content coordination to improve online visibility