

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

Jain Sons Delhi, India

Ecommerce Manager

July 2023 - June 2024

- 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.

April 2021 - June 2023

Ecommerce Executive

- 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