

Operations Manager, E-commerce Manager, Order Management & Fulfillment, Team Leader, Market Research Analysis, Loyalty Reward Program



- **SUMMARY:**
- Masters in Computer Application with 12.9 years of experience in Refurbished Hard Drive, E-commerce, Gift Card, Loyalty Rewards points industry managed various key aspects of IT and Operations, Catalogue / Category management ,Order Management / fulfillment, Vendor/ Inventory management, Digital marketing and Marketing research.
- Strong experience in understanding of Refurbished Hard Drive, Consumer Electronics, Loyalty Reward points program, Gift cards & stored value programs.
- Proven expertise in managing teams
- Experience in dealing Multiple Clients and Corporate for B2B & B2C Business
- Result-driven, organized, self-motivated team-player with excellent interpersonal skills



Skills

SQL	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
CRM	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
Testing and maintenance	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
Machine operation experience	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
Staff Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
Purchasing and procurement	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
B to B sales	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Good</div>
Order process management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

	Good
Inventory reconciliation	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> Good
MS Excel	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> Good
Order picking and processing	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> Good
Order fulfillment	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> Good



Work History

2018-03 - Current

Operations Manager

ONE PLUS 3 PTE.LTD, Singapore, SINGAPORE

IT and Operation:

- Full hands-on IT Operations, Server setup, Offline and Online Machine Setup & Troubleshooting of Hard Disk Media tester.
- Leading group of Technicians and Operator to conduct testing activities.
- Trained and guided team members to maintain high productivity and performance metrics
- Perform Repairs on Hard Drives like Firmware ,Replacing (PCB) Circuit boards & Rom.
- Diagnosing and repairing HDDs based on SATA (Serial ATA) and ATA (IDE) interfaces using PC-3000 UDMA for various capacities and form factors.
- Perform Quality control (QC) and Integrity Testing for 3.5" and 2.5" HDDs.
- Keep Record of Inventory Control for Inward and Outward stocks.
- Keep documentation of Inventory for Sales, RMA and Order delivered to Customers.
- Monitor performance with parametric test through daily production.
- Plan and conduct evaluation to improve testing methodology.
- Process Customer Orders and do Fulfillment as per Sales request.
- Root cause investigation to resolve testing related issues and Performance

2016-10 - 2018-02

E-COMMERCE MANAGER

ASPL (AMIR S PTE LTD), Singapore, SINGAPORE

Catalogue and Order management:

- Managing day to day E-commerce business operations in multiple online platforms.
- Responsible for Content and Order management system(OMS) on multiple e-commerce platforms including (Amazon, EBay, Lazada, Qoo10, Shopee, BestbuyBestprice)
- Managing online sales, analysis and report creation.
- Identifying and evaluating new marketing opportunities to increase website

traffic and PPC

- Procurement and sourcing new products for improving online sales.
- Research and share insights on Consumer electronic products and best-selling products on online market.
- Ensuring any developments made to improve customer experience and have customer feedback.
- Regularly reviewed competitive websites in terms of product range, marketing initiatives including functionality and customer offerings.
- Data Analysis on daily/monthly online Sales and report to management team
- Stock Reconciliation on Inventory and Third party inventory on regular basics to avoid stock discrepancies

2015-06 - 2016-08

SENIOR EXECUTIVE FULFILLMENT

QWIKCILVER SOLUTIONS PVT LTD, Bengaluru, INDIA

B2B Corporate Sales - Amazon Gift cards - Order Fulfillment:.

- Effectively Lead Corporate orders, needs and expectations through order fulfillment process, to deliver value to amazon clients and re-sellers.
- Fulfillment of Amazon gift cards, gift vouchers for Amazon clients and re-sellers.
- Provide service to support and improve client relationship and ensure client satisfaction.
- Timely & accurate order fulfillment: Ensure that Client receives the right product, at the right place, on time, and in the expected conditions.
- Follow order fulfillment processes of order entry, activation of gift cards, generation of e-vouchers, dispatching of gift cards and cancel activation if required.
- Drive order fulfillment process with in internal team resources including, Logistics, Business, Sales, and Finance Departments.
- Participate in order fulfillment process improvements by identifying and documenting internal failures in incident-reporting database.
- Timely investigation to identify root cause, with implementation of corrective actions to improve.
- Participate in User Acceptance Testing (UAT) with Product team when necessary.
- Manage orders to meet monthly targets and deadlines.
- Account reconciliation on weekly and monthly basis with Finance team for any payments & fulfillment issues.

2010-06 - 2015-06

SENIOR EXECUTIVE OPERATIONS

PAYBACK INDIA, Bengaluru, INDIA

Catalogue Management:

- Creation of catalogues, categories and uploading products onto website.
- Uploading product content, pictures and logos in production environment tool for PAYBACK catalogues.
- Creating HTML Tags in product contents for better customer experience.
- Coordinating with Testing and production team for new catalogue releases and

bulk uploads.

- **Inventory management:.**

- Inventory management for all catalogue products.
- Analyze order flows and ensure product quantities are available through regular follow up with vendors.
- Build and maintain good working relationship with vendors and ensure customer needs and business objectives are aligned.

- **Order management:.**

- Handling end to end process for Corporate Rewards and B2B programs for clients like (ICICI coral credit cards, ICICI Prudential Life Insurance, Money 2 India, DuPont and HPCL).
- Conversion of points to miles for Jet airways, Miles and more (Lufthansa).
- Order reconciliation with respective vendors for fulfillment of orders within given TAT.
- Sharing category wise sales details with management team on weekly basis.
- Preparing client invoice and account reconciliation on monthly basis.
- Handling customer complaints on request and escalations from partners and closing Tags using Talisma 8.5 CRM tool.

2009-04 - 2010-05

REDEMPTION EXECUTIVE

Data Link Consultancy, Bengaluru, INDIA

Catalogue management:.

- Creation of catalogues, categories and uploading products onto website.
- Uploading product content, pictures and logos in production environment tool for PAYBACK catalogues.
- Creating HTML Tags in product contents for better customer experience.
- Basic Photoshop works for image corrections.
- Co-ordinating with Testing and production team for new catalogue releases and bulk uploads.
- Inventory management:.
- Inventory management for all catalogue products.
- Analyze order flows and ensure product quantities are available through regular follow up with vendors.
- Build and maintain a good working relationship with vendors and ensure customer needs and business objectives are aligned.



Education

2005-08 - 2008-04

Master of Computer Applications (MCA)

UNIVERSITY OF MADRAS - CHENNAI

with First Class

2002-07 - 2005-04

Bachelor of Computer Applications (BCA)

UNIVERSITY OF MADRAS - Gudiyatham

with First Class



Certifications

Oct 2018 Instant Appreneur Program (Mobile App)

Jul 2011 Certificate of Recognition (for Outstanding Performance in category management)

Feb 2009 Oracle 9i Database Administrator Certified Professional (OCP)

Feb 2004 Certificate of Competence in computing (Basics)