

Sajal Singhal

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Objective:

Understand the organization to identify its needs and correlate myself with them with full dedication in order to grow along with the organization.

Education:

- **M.C.A** : Krishna Institute of Engineering Technology, in the year 2009 with 67% marks.
- **Graduation** : K.G.K College Moradabad in the year 2006 with 55.85% marks.
- **Intermediate** : U.P. Board, Allahabad in the year 2003 with 58% marks.
- **High School** : U.P. Board, Allahabad in the year 2001 with 52.5% marks.

Technical Skills

Database	: Oracle 9i
Language	: SQL
Operating Systems	: Windows
Software	: POS (Point Of Sale)

Experience

- Total 7 years 3 month of experience in handling of B2B & B2C E commerce Portal.
- Total 5 years 10 month of experience Retail Application Support.

Experience Summary

Presently Working With Dapper Exports / Behoma India Pvt Ltd As Sr.Executive (E commerce Operation) from March 2021 to till date

Roles & Responsibilities:

- Coordinate order processing, delivery and returns of customer orders.
- Review stock level and sales data to maintain stable supply and demand status.
- Daily follow up on running order with production team.
- Ensure the fulfillment of customers' orders via store pick of delivery service.
- Implement new product and collaboration plans occasion wise.
- Manage the service quality and customer satisfaction.
- Observe the sales, promotions, marketing and social media activities over digital platforms.
- Connect with existing customers for Re-orders and communicating about new products and offers.

- Tracking of delivery time taken by courier partner pin code wise.

Worked with Moradabad Art as E commerce Executive from Oct-2016 To Feb-2021

Roles & Responsibilities:

- Handling of B2C Portal Like Amazon,Ebay,Snapdeal,Flipkart.
- Manage the service quality and customer satisfaction.
- Observe the sales, promotions, marketing and social media activities over digital platforms.
- Prepare insights report on the data-mining outcome.
- Review stock level and sales data to maintain stable supply and demand status.
- Daily follow up on running order with production team.
- Connect with existing customers for Re-orders and communicating about new products and offers.
- Tracking of delivery time taken by courier partner pin code wise.

Worked with Mohan Clothing Pvt Ltd (Blackberrys) as Sr. Executive-IT from Feb-2014 To Sep-2016

Roles & Responsibilities:

- Troubleshooting of software related issues.
- Plan Backup /Recovery strategies and jobs (Export/Import).
- Monitor and provide front-line support of daily process.
- Remotely support to EBO store to resolve software query.
- Visit the EBO store for provide training about software on new opening.

Worked With Pine Labs As Technical Support Engineer (POS) from Oct-2012 to Feb-2014

Roles & Responsibilities:

- Troubleshooting of software related issues.
- Invoice fault tracking and issue resolution.
- Create a weekly Work in Progress Report and share with the business head.
- Co-ordinate and deliver POS solutions for all customers across.

Worked With Archies Ltd As EDP Executive from Nov 2010 to Sept. 2012

Roles & Responsibilities:

- Managed Database of POS (Point of Sale) Retail Software.
- Troubleshooting of POS Software related issue.
- Monitoring the database server.
- Plan Backup /Recovery strategies and jobs (Export/Import).
- Visit the store for provide training about software on new opening.

Personal Details

Father Name	: Shri Raj Kumar Singhal
Mother Name	: Smt Neena Singhal
Date of Birth	: 25-Sep-1986
Nationality	: Indian
Languages Known	: English and Hindi

Declaration:

I hereby declare that the above information is true to my belief.

DATE:

PLACE:

SAJAL SINGHAL