



Supriya Banetiya *E-commerce and Store Specialist*

 supriyabanetiya03@gmail.com

 +91-6376084280

 Jaipur, India

 [linkedin.com/in/supriya-banetiya-9002a9245](https://www.linkedin.com/in/supriya-banetiya-9002a9245)

Profile

Results-driven professional with over four years of experience in e-commerce, sales operations, and customer-facing roles. Adept at managing online sales platforms, resolving client inquiries, and ensuring seamless order fulfillment. Skilled in inventory management, client communication, and logistics coordination, with a proven track record of enhancing customer satisfaction and driving operational success. Seeking a customer-facing position to utilize strong interpersonal skills, problem-solving abilities, and a commitment to delivering exceptional client experiences.

Professional Experience

E-commerce and Stock Manager

Ambikeshwar Enterprises

11/2024 – 05/2025

Jaipur, India

- Managed e-commerce operations, ensuring smooth online sales and addressing customer queries on platforms like Amazon and Flipkart.
- Oversaw stock levels and coordinated product dispatch, maintaining high standards of customer delivery satisfaction.
- Conducted quality checks and handled backend processes, improving product reliability and client trust.
- Collaborated with teams to streamline inventory workflows, enhancing operational efficiency and customer experience.

Transport and Logistics Executive

EXL Services

05/2024 – 10/2024

Jaipur, India

- Engaged with clients and vendors to coordinate transport logistics, resolving issues promptly to meet customer needs.
- Provided real-time support via service calls, delivering updates and building client confidence in delivery timelines.
- Maintained accurate records using data entry tools, supporting logistics reporting and client satisfaction metrics.

E-commerce and Stock Manager

Mantri Enterprises

04/2021 – 04/2024

Bhilwara, India

- Delivered exceptional customer service by managing online sales on Amazon and Flipkart, responding to buyer inquiries, and ensuring timely order fulfillment.
- Supported field sales and promotional exhibitions, interacting directly with customers to drive product awareness and sales.
- Performed product quality checks and managed GST billing, ensuring accuracy and customer satisfaction.
- Handled e-commerce website backend operations, optimizing user experience and resolving client concerns efficiently.

Education

Bachelor of Computer Application (BCA) <i>MDS University</i>	2021 Ajmer
Senior Secondary Education (CBSE) <i>Mahila Ashram Public School</i>	2018 Bhilwara

Skills

Online Sales & E-commerce Operations	Inventory & Stock Management
Order Processing & Dispatch Coordination	Data Entry & Reporting (MS Excel, Google Sheets)
Effective Communication (Hindi & English)	Problem Solving & Quality Assurance
Field Sales & Promotional Events	Team Collaboration & Multitasking

Additional Skills

- Proficient in MS Word, Excel, and Google Sheets for client reporting and data management.
- Email Correspondence & Professional Communication.
- Languages: Fluent in Hindi and English.