

Prem Kumar

E-Commerce Operations Coordinator

📍 Muweilah Commercial, Sharjah, UAE ✉ premkumarprabha.m@gmail.com ☎ +971 50 84 17638

📅 10/09/1989 🇮🇳 Indian 💍 Married

Profile

E-Commerce Operations Coordinator with 2+ years of experience in Handling the E-commerce platform (Odo) & Daily Operations. Looking to leverage my knowledge and experience into a role as E-Commerce Operations Coordinator.

Education

Bachelor Of Computer Application,
MS University, Tirunelveli

2007 – 2010

Professional Experience

E-Commerce Operations Coordinator,
Safari Hypermarket LLC

02/2020 – present | Sharjah, UAE

- Leading and executing efforts to choose and configure the e-commerce platform
- Manage online sales
- Product Listing and Inventory management of listed products
- Create & maintain website content and ensure all content is up to date and ensure all pages, products & prices on the site are correct
- Monitor monthly sales performance and optimize promotional activities to increase sales
- Handles the Order management System and ensure the timely process of orders
- Coordinates with Buyers for Daily Promotions
- Banner updation in App & Website
- Price comparison of top selling products
- Delivery Slot Management
- Payment Pending Authorization in Payment Gateway
- Cancellation & Refund
- Staff Management

Assistant Showroom Manager,
Mars Hypermarket LLC

2016 – 2019 | Muscat, Oman

- Managed responsible for store sales & plan the line of action for achievement of given sales targets
- Motivating the team to achieve the sales targets by updating them with the sales figures
- Empower the staff to use the best practices in managing all Customer Service issues
- Maintaining Sales Reports, Stock Reports & Staff Reports
- Ensuring base stock levels for each SKUs are maintained
- Communicating product needs and quality issues to the Front-End & Back-End Team.
- Responsible for handle showroom in absence of Showroom Manager

IT Support, Mars Hypermarket LLC

2015 – 2016 | Muscat, Oman

- Data Management
- User Assistance
- Tracking Inventory
- Posting Supplier Bills
- Cross checking with Supplier Statements for payment process
- Managing stocks of equipment, consumables and other supplies
- Reporting repairs & maintenance to maintenance team

Skills

Customer Service • Web Content Management • Inventory management

Last Mile Management

Languages

English



Hindi



Tamil



References

Sanoop Krishna, *E-Commerce Manager*, F Mart LLC, Dubai
+971 543093554

Declaration

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

PREMKUMAR PRABHA
SHARJAH- UAE, 06-07-2022