

DEEPAJ SINGH



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Reliable and knowledgeable comrade in Customer service and E-commerce industry with Strong communication and organization skills.

WORK HISTORY

09/2020 - 09/2022 **Warehouse Specialist**

Noon E-Commerce, Dubai

- **Outbound pick lead:** Managed day to day shipments with WMS and excel (vlookup & pivot table) to generate reports and exceed targets in pick, pack and dispatch from warehouse following the FIFO and 5s.
- **Inbound:** Verifying records and product quality to receive goods.
- **Inventory:** Processed stocks to be put away and returned to vendors.

09/2019 - 08/2020 **Fulfillment Associate**

Amazon, Dubai

- Picked and packed high-volume orders, consistently exceeding warehouse performance targets maintained high levels of 5s, meeting compliance standards for health, safety and hygiene regulations.

08/2018 - 06/2019 **Call Centre Representative**

Emaar Properties PJSC, Dubai

- Maintained call center efficiencies, ensuring clear, effective communication with all departments.
- Managed and escalated complaints effectively, resulting in positive customer outcomes.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.

04/2018 - 07/2018 **Retail Sales Associate**

Adidas, Dubai

- Operated POS with accuracy and prepared products for sales floor, presenting items immaculately for appealing displays.
- Assisted customers with product selection and sales, recommending items to increase cross sell value.
- Maintained knowledge for current promotions, refund guidelines and payment policies, providing reliable customer advice and service.

08/2016 - 03/2018 **Retail Sales Supervisor**

Threads Uniform, Dubai

- Managing daily rosters and staff documents and reporting to store manager.
- Met sales goals, trained, mentored and supervised 30+ employees, building strong sales teams.
- Handling inbound and outbound calls in store.
- Resolved customer complaints and rectified product and Service issues to achieve full customer satisfaction.

SKILLS

- Strong skills in planning, organizing, implementing and communicating.
- Problem Solving capabilities.
- Oracle, WMS, and supporting software.
- Ability to handle multiple priorities.
- Innovative and Collaborative team player.

EDUCATION

09/2015 - 04/2019 **Madonna University, USA**

Bachelor of Business Administration

03/2015 **Gulf Indian High School, Dubai**

High School Diploma in Commerce

LANGUAGES

- English
- Hindi