

Ayesha Khanam Mohd Haneef Mistry

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Address - Mumbai- 400086, Maharashtra, India

PROFESSIONAL SUMMARY

Committed Sales Analyst with 4 years of experience serving as primary analytic support and developing processes to track and monitor sales & shipment. Skilled at creating efficient reports to support effective business decision making. Good presentation & Communication skills; proven ability to deliver recommendations in a way that drives fosters company-wide adoption and continuous improvement.

WORK EXPERIENCE

Sales Analyst

November 2019 - June 2022

Ergode It Services Pvt Ltd Mumbai

- Examine monthly, quarterly, and annual sales reports to identify sales patterns and areas for improvement, comparing actual sales data to revenue projections and expectations.
- Assess marketplace data, including competitors, to identify areas where the company can increase its efforts.
- Analyze, evaluate and assess pricing structure. Building relationship with the supplier and improving the sales potential.
- Develop reports showing expected sales and the potential effects of new strategies to aid in decision-making.
- Act as the POC of all the Carriers related queries/discrepancies.
- Working closely with the technical team to develop tools and dashboards.
- Examine and Analyses Weekly & Monthly Invoices for 3PL- Third partner logistics.
- Manage and maintain the inventory at the warehouses and act as the POC of all the warehouse related queries/discrepancies.
- Training, Assigning work and Monitoring New joiners/Junior team members.

Customer service representative

May 2018 - Nov 2019

Ergode IT Services Pvt.Ltd. Mumbai

- Worked as a e-commerce customer service executive, the major task was to deal with the customer messages, customer queries, complaints, know how of the products sold i.e. Providing the product

details to the customer such as size, color, weight.

- Acting as the key coordinator between the customer and the supplier in case of return request or damage/defective products.
- Maintaining the Feedback percentage on the portals, simultaneously working on the negative feed backs by convincing the customers and respective marketplaces to remove them.
- I have worked on Amazon.com, eBay.com, Sears, Walmart.com, and Walmart. CA, New-egg and NeweggB2B for my company.
- I have gained brilliant knowledge of customer service, not only customer service I also have knowledge of Listing products, Increasing sales, order processing as well as handling pre-shipment issues.
- Assigning and monitoring the work done by juniors. Sending Weekly Monthly Reports to the respective managers.

Education Counselor - Part Time Job

Apr 2016 - Sep 2017

Mission Career Mumbai

- Inviting the Students for a meeting. Counseling the students about the various education programs/packages available.
- Handling and forwarding the documents to the team.
- Managing the IELTS classes conducted by company members.
- Doing petty work such as maintain data for receiving cheques and payments, and depositing the cheque in the bank. *This was a part time job with a traditional work environment.

Network Marketing Executive

Apr 2015 - Jul 2015

Ebiz.com Mumbai

- Meeting and Convincing people to join e biz.
- Promoting the computer products.
- Creating a chain of team and trying to increase it.
- Created a team of 6 people, bringing business of 1 lac (INR)

EDUCATION

Master of Commerce - "First Class"

May 2018 - Oct 2020

Mumbai University Mumbai

Bachelor of Commerce - "A Grade"

Apr 2016 - Apr 2018

S.K Somaiya College of Arts, Science and commerce Mumbai

SKILLS

Well Aware about computers

Team Player

Creative

Responsible

Reliable

Efficient Communication

Analysis

Logistics & Warehousing

Customer service.

PROFESSIONAL CREDENTIALS

Sales Analyst, Business Analyst, Customer Service, Education counselor, Networks Marketing Executive, Warehousing, Third Party logistics, Logistics, shipping, Team management.

LANGUAGES KNOWN

English - Proficient (IELTS Score - CLB 8)

Hindi -Native

Marathi - Fluent

Urdu -Native

Arabic - Intermediate Reader

PERSONAL SUMMARY

Date of Birth- 06th October 1996

Nationality- Indian

Religion- Islam

Marital Status- Single

Passport Number : P3344888/ Valid till- 16th October 2026