# Curriculum-Vitae

Amit Samant
Contact No: - + 91 9810889395
E-mail: - **amit_samant13@rediff.com**

**OVERVIEW**

Building consumer preference, identifying & developing new streams for revenue growth and maintain relationship with partners to achieve referrals business. Good communication and interpersonal skills. Knowledge of computers, good with MS-Excel Performing to the best of abilities even under pressure, working as part of team & thereby coordinating with both superiors & co-team Members efficiently for achieving common objectives

**Professional Profile**

Managed E- Commerce and own websites orders and sales, with over 1,000 Artificial Jewellery products. Maintained relationships with new or existing vendors through online support, order entry and order fulfillment to include Myntra, Nykaa, Ajio Amazon and other consignment stores Ogaan, Pernia Pop up, Confluence – Swarovski  order preferred processing. Payment Integration, Shipping Integration through Bluedart, Shiprocket and Pickrr and Channel Integration through Unicommerce.

**Baisc Skills**

- ● PPC Campaign Management

- ● Social Media Marketing

- ● Google Analytics

- ● SEO Optimisation

- ● Conversion Rate Optimsation

- ● SMS Marketing

**Career Summary**

**Pink Dreams Studio**
**Zariin.com (India based E Commerce Business)**

- ➢ Designation          : Operations Manager (Operations & B2B)
- ➢ Company             : Zariin.com
- ➢ Duration            : From June 2019 till Present
- ➢ Product             : Semi Precious Jewellery, Stone Jewellery
- ➢ Reporting           : Directly to Director

**Key Responsibilities for Zariin Jewellery.**

- Created product information packages for vendors including product descriptions, images and pricing. Ensured all information copy, product and non-product was updated and accurate.
- Oversaw products offered and merchandising to ensure sales were maximized and orders delivered were accurate. Worked directly with merchants and drop ship vendors to ensure product images are received and uploaded on the site, as well as removed discontinued product lines.
- Regularly reviewed competitive websites in terms of product range, marketing initiatives including functionality and customer offerings.
- Organic Online Lead Generation.
- Work with Buyers for Wholesale orders located in U.S, Taiwan & UAE Market.
- Inventory Management.
- Making sure all the products are in stock for Sale.
- Vendor management.
- Pricing of products.
- Monthly Sales Report
- Making sure all the products in stock are available for sale on different portals like: Amazon, Myntra,Nykaa and Nykaa Fashion,Ogaan,Pernaia,Aza Fashion,Azotique,Bunosilo,Confluence.
- Communication with Customer's via Phone and E-mails.
- Product Price fixing of all the products monthly.
- Responsible to manage marketplace portal's Panel
- Coordinate with the operations/logistics team to ensure that the Products are delivered on time with zero deviation.
- Coordinate delivery schedules and shipments ensuring all necessary export documentations are sent to customers.
- Cost analysis and negotiations with vendors for daily Packaging Materials.
- Make sure all the customer Queries on all the portals are resolved within given span of time (24 hrs.) by operations and sales team.
- Managing team and Task Distribution among team members.
- Making sure the project runs smoothly fulfilling all the quality standards and procedures.
- Filling disputes with our shipping aggregators for weight discrepancy or lost shipments.
- Razorpay Payment reconciliation and Integration
- Shipping Integration (Shiprocket, Bluedart, Pickrr)
- Channel Integration (Unicommerce, Shipway, Woocoomerce)
- Bulk SMS Marketing
- Daily communication with various internal teams (fulfillment, customer service, warehouse, logistics, finance, e-commerce, technology, merchandising, analytics)
- Review any order processing issues
- Assist with customer service operations matters working closely with Customer Service manager and leads in process streamlining and alignment
- Review and manage shipping lead time and delivery time

**Sapana Polyweave Pvt Ltd**
**FabHabitat.com (US based E Commerce Business)**

- ➢ Designation : E-Commerce Lead (Operations & Dropshipping Specialist B2B)
- ➢ Company : FabHabitat.com
- ➢ Duration : From Sept 2014 - till May 2019
- ➢ Product : Indoor Outdoor rugs/Doormats/wall-arts/Cubes/Pillows Etc.
- ➢ Reporting : Directly to Operation Head.

**Key Responsibilities for Fab Habitat Corp.**

- Created product information packages for vendors including product descriptions, images and pricing. Ensured all information copy, product and non-product was updated and accurate.
- Oversaw products offered and merchandising to ensure sales were maximized and orders delivered were accurate. Worked directly with merchants and drop ship vendors to ensure product images are received and uploaded on the site, as well as removed discontinued product lines.
- Regularly reviewed competitive websites in terms of product range, marketing initiatives including functionality and customer offerings.
- Organic Online Lead Generation.
- Work with Customers located in U.S & Europe Market.
- Inventory Management in US & Europe Market.
- Making sure all the products are in stock for Sale.
- Vendor management.
- Pricing of products.
- Competitors Analysis.
- Making sure all the products in stock are available for sale on different portals like: Amazon, Wayfair, Ebay, Etsy, Opensky, Overstock, Houzz,Bed Bath Beyond,Home Depot, HSN, New Egg etc.
- Communication with Customer's via Phone and E-mails.
- Product Price fixing of all the products monthly.
- Responsible to manage marketplace portal's Panel
- Coordinate with the operation/logistics team to ensure that the Products are delivered on time with zero deviation
- Coordinate delivery schedules and shipments ensuring all necessary export documentations are sent to customers.
- Cost analysis and negotiations with vendors.
- Managing drop shipping with Selected Vendors.
- Searching out new vendors in US and doing tie ups for drop shipping
- Make sure the entire customer Queries on all the portals are resolved within given span of time (24 hrs.)
- Managing team and Task Distribution among team members.

- Making sure the project runs smoothly fulfilling all the quality standards and procedures.
- Filling claims with UPS/FEDEX if any shipment lost/Damaged.
- Delivery performance issue – gather data and analyze data, communicate with carriers such as FedEx, UPS, and LTL carriers as well as with channel Ops
- Experience utilizing Electronic Data Interchange (EDI).
- Assist with new account set up the groundwork of ensuring drop-ship guidelines are in place
- Daily communication with various internal teams (fulfillment, customer service, warehouse, logistics, finance, e-commerce, technology, merchandising, analytics)
- Review vendor documentation for accuracy and communication/follow-up on discrepancies.
- Conduct meetings with channel operations to discuss any operational issues, initiative and fulfillment performance

## Genpact India Pvt Ltd

➢ Designation       : Process Developer (SME) - Retail Sales Finance.
➢ Company          : **Genpact India LLC Gurgaon**
➢ Duration          : From Dec 2010 - till Sept 2014
➢ Product           : Retail Sales Finance.

## Key Responsibilities

- Handling teams of the bottom performers to increase their performance.
- Help newly joined people as well as vintage access.
- Handling CS Process includes Chat Process, Inbound, Outbound, Escalation, Emails, Payment team and Happy delivery team (24*7).
- Providing Sales training, Product Training and New Catalog training to agents.
- Maintaining sales report of agents.
- Preparing roaster of agents and performance reports.
- Setting up attractive incentives plan for agents to promote sales.
- Setting tats for escalation team for solving all escalations.
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants

## Education

➢ Graduate from Delhi university (B.com (P)) in 2009
➢ Completed 10+2 from C.B.S.E in 2006

- Basic Computer, Internet Skills, MS Office, Advanced MS Excel.

## Personal Information

Father's Name            : Sh. Asit Samant

Date of Birth            : 07$^{th}$ April 1989

Hobbies                  : Listening to music & Surfing.

Language Known           :  Hindi & English

Address                  : Ghonda East Delhi

Preferred Location       : Delhi NCR.

**AMIT SAMANT**