



Swagath Vijayan

E-commerce Operations Executive

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0556737566



PERSONAL DETAILS

Nationality : Indian **Date of Birth :** 25 May 1994

Visa Status : Employment Visa **Marital Status :** Single

Languages : English, Hindi, Malayalam, Tamil

OBJECTIVES

Looking an opportunity and set myself a goal where I can be innovative and attain a challenging position by exercising my interpersonal and professional skills to the fullest for the organization and mine as well.

WORK EXPERIANCE

Lifco Group of Companies

Sharjah, UAE (E-commerce Operations Executive)

At www.gogrocery.ae & www.kitchensouq.com from January 2020

- Developing and creating attribute sheets for each brand.
- Assimilation of data from different sources.
- Processing and managing pricing for uploading products.
- Regularly updating the stock and price of the products on an in-house website and market places.
- Review and ensure product listings are clear, complete & meet the standards
- Ranking the products in each category/brand according to the sales.
- Review competitors and keep track of new products and their pricing.
- Products Scanning & Shooting
- Store Activation & Training (GoGrocery)

Al Zayani Trading Est

Dubai, UAE (July 2016 – April 2019 Sales Associate in Carrefour)

- Helping customers to choose electronic equipment's & device such as home appliances, television, IT products, mobile phones, gaming devices & accessories.
- Maintaining an orderly appearance throughout the sales floor.
- Attending customer enquiries and making customer satisfaction & dealing with comments and complaints.
- Up-selling & Cross-selling products to increase purchase amounts
- Preparing and submitting daily sales reports in a timely and detailed manner to sales manager. • Assisting in the inventory check as per the standards of the company.

India Options Software Pvt Ltd

Kerala, India (2014 September- 2015 February Junior System & Network Administrator)

- Manage and monitor all installed systems and infrastructure.
- Maintain security, backup, and redundancy strategies.
- To provide network support and general configuration.
- Remote access solution implementation and support VPN.
- Install and support LAN, WAN, network segments, Internet, and intranet systems. • Troubleshooting Network Related Issues.

ACADEMIC QUALIFICATIONS

- Pursuing MBA in E-Business- Annamalai University 2021
- Bachelor of Computer Application- Madurai Kamaraj University 2019
- Diploma in Computer Engineering- Annamalai University 2014

CORE SKILLS

- Customer Service
- Sales & Merchandising
- Product Knowledge
- Team Player & Leadership
- Problem Solving
- E-Commerce Photography
- Business Development
- Verbal & Written Communication
- E-commerce Operations
- Operating Systems (Windows, Mac OS, Linux)
- Hardware & Networking
- Microsoft Office & 365

PROFESSIONAL CERTIFICATOIN

- CCNA, CCNP Routing & Switching CISCO ID: CSC012757917

Final Stage of UAE Driving Licence

Thank You!