

## SINGH ABHA SURENDRA

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### OBJECTIVE

To attain excellence in the professional world by gaining experience and exposure and help the company grow in whatever way I can through hard work and determination.

### PROFESSIONAL EXPERIENCE

<b>Name of the Organisation</b>	<b>Skoozo-Edu Commerce(Grant Road)</b>
<b>Department</b>	<b>Operations (Ecommerce)</b>
<b>Duration</b>	<b>3rd February 2020 till Present</b>
<b>Designation</b>	<b>Operation Executive</b>
<b>Job Profile</b>	<p>1)Monitoring inventory,maintaining the website,updating the stock and coordinating with warehouse and vendors.</p> <p>2)listing and pricing products, catalogue management.</p> <p>3)Manage day to day performance of order fulfillment,returns,transfer and daily replenishment of shipments.</p> <p>4)Recommend and implement best practice to drive efficiency,for my team to ensure proper steps in fulfilling a customer order.</p> <p>5)Collaborate with logistics company to ensure a great customer experience.</p> <p>6)Develop and maintain all customer service information and company policies(e.g&gt;Returns and Exchange,Shipping information,ordering and payment)across email and whatsapp.</p> <p>7)Lead monthly and quarterly business reviews to analyze and action on reporting,including sales,returns,customer contacts (calls,email,whatsapp)package delivery and fulfillment,delivery expenses and supply expenses.</p>

<b>Name of the Organisation</b>	<b>OWAPPI(Andheri)</b>
<b>Department</b>	<b>Marketing and Operations(Ecommerce)</b>
<b>Duration</b>	<b>19th August 2019 to 10th January 2020</b>
<b>Designation</b>	<b>Operation Executive</b>
<b>Job Profile</b>	<p>1)Monitoring inventory,maintaining the website,updating the stock and coordinating with workshop and vendors.</p> <p>2)Creating, managing &amp; optimizing retail presence on Amazon, Firstcry &amp; Flipkart.</p> <p>3)Manage day to day performance of order fulfillment,returns,transfer and daily replenishment of shipments.</p> <p>4)Recommend and implement best practice to drive efficiency,for my team to ensure proper steps in fulfilling a customer order.</p> <p>5)Collaborate with logistics company to ensure a great customer experience.</p> <p>6)Lead monthly and quarterly business reviews to analyze and action on reporting,including sales,returns,customer contacts (calls,email,whatsapp)package delivery and fulfillment,delivery expenses and supply expenses.</p>

<b>Name of the Organisation</b>	<b>Paras Education Services(Churchgate)</b>
<b>Department</b>	<b>Marketing and Operations(Education Loan)</b>
<b>Duration</b>	<b>1st May 2018 to 20th May 2019</b>
<b>Designation</b>	<b>Operation Executive</b>
<b>Job Profile</b>	<p>1)Coordinate with clients for necessary documents for loan processes.</p> <p>2)Coordinating and followup with all NBFCs,Banks regarding the status of the student loan.</p> <p>3)Handling application process of student in US bank with proper documents.</p> <p>4)Meeting with the client, Develop and implement business strategy, and influence change through effective relationship management across a wide network of partners.</p>

	<p>5)Ensuring timely and professional responses to all complaints,requests and queries.</p> <p>6)Update database using customer relationship management system.</p> <p>7)Keeping track of the sales and customer complaints.</p>
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### **ACADEMIC QUALIFICATION AND IT SKILL**

<b>DEGREE</b>	<b>YEAR OF PASSING</b>	<b>BOARD / UNIVERSITY</b>	<b>PERCENTAGE</b>
M.com	2017	S.N.D.T Women's University	63.45
B.com	2014	Mumbai University	56.00
H.S.C	2011	Maharashtra Board	68.67
S.S.C	2009	Maharashtra Board	62.46

### **CERTIFICATIONS & ACHIEVEMENTS**

- MS-CIT
- Certified Ms office
- Certified DTP Tally

### **INTERNSHIP AND PROJECT**

#### **Adarsh College of arts and commerce**

- College office and admin department

#### **Research Project on “A Study of Customer Relationship Management in State Bank of India in Mumbai”.**

- Survey using a structured questionnaire.
- Analysis of questionnaire.

#### **Activities and Interests**

- Like to cook.