



VASHU SHARMA

CONTACT

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India 110006

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EDUCATION

January 2021
Bachelor Of Arts
Delhi University , Delhi

April 2014
Intermediate (10+2)
A.R.S.D. Sr. Sec. School, Ajmeri
Gate

April 2012
High School (10th)
A.R.S.D. Sr. Sec. School , Ajmeri
Gate

LANGUAGES

English

Advanced (C1)

Hindi

Bilingual or Proficient (C2)

CERTIFICATIONS

- Certificate of Advance software engineering from IICS
- Certificate of tally (ERP9) from IICS
- Certificate of Telecaling
- Certificate of typing test in English
- Certificate of PSE from CBSE
- Certificate of Hotel management from ICHM

PROFESSIONAL SUMMARY

Highly analytical and data-driven Store Manager effectively scales online customer acquisition efforts and Store capabilities to drive sales growth. Routinely tests new features and assets and measures results as company grows and evolves. Strong understanding of e-commerce consumer behavior and audience segmentation along with website analytic and tracking tools. Performance-oriented Sales Leader offering exceptional record of achievement over 5-year career. Tenacious manager with strategic and analytical approach to solving problems, bringing in customers and accomplishing profit targets. Talented in identifying and capitalizing on emerging market trends and revenue opportunities. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level operations management position. Ready to help team achieve company goals.

SKILLS

Advanced Excel	Inventory Tracking
Ms office (Ms word, power point, outlook) etc.	Database Management
Leading team operations	Equipment operation
Daily property operations	Order management
Shipping and receiving operations	Inventory management

WORK HISTORY

December 2023 - Current

Store Manager, G2CS Facilities Pvt. Ltd. Delhi

February 2021 - July-2023

Senior Executive, Prabhat Prakashan Pvt Ltd , Delhi

Helped find leading online retailers and platforms to connect with consumers.

Established and maintained balanced and accurate e-commerce budget to execute on initiatives with proper funding and enrich customer experience.

Directed sales support staff in administrative tasks to help sales reps close deals.

Tracked consumer behavior, content management and weight of purchase to develop robust customer acquisition and retention programs.

Resolved problems with high-profile customers to maintain relationships and increase return customer base.

Collaborated with upper management to implement continuous improvements and exceed team goals.

Labeled, organized and located inventory items in staging areas or on shelves according to quantity, size, or type of material.

Recorded information, shortages, and discrepancies to keep records current and accurate.

Created and updated regular inventory reports and records.

Tracked production and quality control systems to proactively identify deficiencies.

Strengthened inventory processes to balance supply needs with budget and space limitations.

Provided regular updates to customers regarding orders to maintain transparency and customer trust.
 Examined orders to confirm accuracy, completeness and adherence to customer requirements.
 Updated company tracking system with latest information.
 Assisted in forecasting and ordering stock for upcoming sales and promotions to avoid running out of high-demand items.
 Processed customer orders in line with established policies and procedures.
 Generated invoices and shipping labels to properly bill and ship customer orders.
 Double-checked customer orders and information before filling out order forms to prevent unnecessary delays and errors.
 Informed supervisors and coworkers of inventory needs and double-checked supplies before completing customer orders.
 Informed customers by mail or telephone of order information such as unit prices, shipping dates and anticipated delays.

September 2019 - March 2020

ECommerce Executive , S.P Hi Fy Pvt. Ltd, Karol Bagh

Managed daily PPC campaigns and SEO strategy implementation and monitored monthly spend to maintain budget parameters.
 Used Uniware and online portal to produce website content, network with colleagues and monitor website statistics.
 Monitored daily social media content implementation and consumer interaction to assess branding efforts.
 Worked with third-party partners to coordinate website promotional activity.
 Optimized e-commerce fulfillment strategy to minimize costs while maximizing profits and customer satisfaction.
 Received and followed pick sheets to gather merchandise for customer orders.
 Assisted customers by providing tracking information and resolving shipping or merchandise issues.
 Double-checked customer orders and information before filling out order forms to prevent unnecessary delays and errors.

November 2016 - March 2019

Office Assistant, Kiro Refrigerants Pvt Ltd, Kaushambi,

Completed clerical tasks such as filing, copying, and distributing mail.
 Interacted with customers by phone, email, or in-person to provide information.
 Welcomed office visitors and alerted staff to arrivals of scheduled appointments.
 Delivered clerical support by handling range of routine and special requirements.
 Assisted with budgeting and financial management to keep office operating within budget.
 Created purchase orders and tracked invoices to avoid missed or delayed shipments.
 Ordered office supplies and kept office stocked with needed resources to operate smoothly.
 Prepared and edited documents to produce precise, accurate and professional communication.
 Maintained and updated office records, both digital and physical.
 Managed daily data entry and kept clerical information accurate and up-to-date.
 Kept office supplies well organized and sufficiently stocked, placing orders promptly to replenish materials before depleted.
 Assisted with onboarding of new employees.

March 2015 - August 2016

Data Entry Operato, *Central Drug House Pvt Ltd* , Daryaganj

Verified data files prior to entry to maintain high data accuracy.

Entered numerical data into databases with speed and accuracy using 10-key pad.

Completed data entry tasks with accuracy and efficiency.

Scanned documents and saved in database to keep records of essential organizational information.

Maintained files, records and chronologies of entry activities.

Produced monthly reports with advanced Excel spreadsheet functions.

HOBBIES

Surfing Internet, Making New Friends & Traveling.

STRENGTHS

- Good communications skill and interaction ability.
- Quick learner
- Flexibility with changing environment.
- Active team player and learning ability.

ADDITIONAL INFORMATION

Gender : Male

Marital Status : Unmarried

Date of Birth : 16-07-1996

Father Name : Anand Sharma

Nationality : Indian