

# DEV KHATTAR

## E-COMMERCE SPECIALIST

Roshanara Road, Delhi +91-8851731715 Devkhattar450@gmail.com

### PROFILE SUMMARY

Young, energetic, and result-oriented Ecommerce Specialist with 3+ years of experience. Skilled in catalogue management, operations, and quality checks. Proficient in handling various online marketplaces. Passionate about optimizing efficiency and accomplishing organizational objectives. Aspiring operations leader dedicated to professional growth and delivering tangible results.

### ONLINE PLATFORMS

Amazon Seller Central  
Flipkart Seller Central  
Myntra  
Amazon Vendor Central  
Amazon UAE  
Shopify  
Jiomart  
Firstcry  
Tata IMG  
Snapdeal  
Nykaa Seller Portal  
Unicommerce

### SOFTWARE TOOLS

MS Excel  
MS Office  
Adobe Photoshop  
Canva

### Skills

Multi-Tasking  
Time Management  
Leadership  
Communication  
Decision Making

### WORK EXPERIENCE

#### E-Commerce Account Manager

**Webdaksha Solutions PVT. LTD. Delhi**

October 2023 - Present

#### FMCG Industry | Client - PINQ POLKA, NIINE, SAVVY, & ROMSONS |

- Successfully managed four prominent FMCG brands in the feminine hygiene category, ensuring their market competitiveness and growth.
- Managed day-to-day operational activities including cataloging, content creation, FBA registration, and shipment creation, ensuring accuracy and efficiency.
- Expertly handled accounts on major e-commerce platforms including Amazon, Vendor Central, Tata 1mg, Flipkart, Myntra, Firstcry, Jiomart, Meesho, and Snapdeal
- Handled Amazon UAE account, creating coupons and FBA shipments to maximize sales and brand visibility in the UAE market.
- Implemented a comprehensive cost calculator system for all marketplaces, leading to improved profit margins and positive brand realization.
- Actively participated in promotional activities such as running coupons, deals, and opt-ins, and leveraging sales events to maximize brand exposure and sales.
- Conducted in-depth report analysis to track market trends, competitor activities, and sales performance, providing actionable insights for strategic decision-making.

- Prepared and presented monthly sales overviews, highlighting key performance metrics, trends, and opportunities for growth.
- Utilized basic knowledge of Amazon ads and PLA, as well as PCA ads on Flipkart.
- Facilitated FBA & FBF warehouse registrations, brand onboarding processes, and coordinated with internal teams for smooth operations execution.
- Managed brand presence and reputation on Amazon by creating A+ premium content, compelling brand stories, and establishing brand stores to elevate customer engagement and loyalty.
- Skilled in updating inventory in bulk using the Unicommerce platform, ensuring accurate and timely stock management across multiple channels.

**E-Commerce Executive**  
**SEVENAIRE INDIA PRIVATE LIMITED , Delhi**

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AUG 2021 – SEP  
 2023

**Catalog Management & Operations**

- Handling end-to-end management of E-commerce activities, ensuring seamless order processing and efficient operations across multiple platforms such as Amazon, Flipkart, Cred, Jio-mart, Nykaa, UNI and Popclub. Proficiency in manual and bulk listing on various E-commerce platforms, optimizing product visibility and driving sales growth. Knowledge and expertise in utilizing the Uni-commerce software. Expertly handling Safe-T-Claims and SPF claims, ensuring swift resolution and minimizing potential losses.
- Creating coupons, deals, and promotions on Amazon to boost sales and attract new customers. Creating and managing FBA shipments, optimizing inventory management and fulfillment processes. Managing inventory across various E-commerce platforms, maintaining accurate stock sheets for sales channels such as Shopify and Amazon. Coordinating with logistics partners to guarantee timely and hassle-free delivery of orders. Resolving NDR and RTO escalations related to E-commerce activities. Handling customer complaints and queries, delivering prompt and effective resolutions to ensure high levels of customer satisfaction. Generating comprehensive sales reports, providing valuable insights into performance metrics and aiding in strategic decision-making.

**E-Commerce Executive K95 FOODS**  
**PRIVATE LIMITED, Delhi**

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**Operations**

July 2020 – April  
 2021

- Manual and bulk listing on various E-commerce platforms, optimizing product visibility
- Managing the order processing flow as well as ensuring of orders for their packaging and delivery on time
- Coordinating with logistics partners to ensure smooth delivery of orders
- Managing Inventory on Various Marketplaces
- Handling Customer Queries.
- Updates Monthly Bills on ZOHO Books
- Expertly handling Safe-T-Claims and SPF claims
- Creating coupons, deals, and promotions on Amazon to boost sales
- Creating and managing FBA shipments, optimizing inventory management

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## ACHIEVEMENTS

- Awarded "**Employee of the Month**" for outstanding performance in January.
- Received three promotions within one year for consistently exceeding performance expectations and demonstrating exceptional dedication and skills.


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## EDUCATION

- Bachelor of Arts in Political Science (HONS.)  
Delhi University  
Year of Graduation: 2023
- Higher Secondary Certificate (12th Grade)  
(CBSE), Delhi,  
Year of Completion: 2020

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## HOBBIES & INTERESTS

Travelling 

Sports 

Photography 

Reading Books 