



## AJITH VELLAMKULATH

### OBJECTIVE

Dynamic and enthusiastic professional with extensive experience in **Web Portal Management** and **Customer Service**, seeking a challenging role in a growth-oriented organization. I have a strong focus on **e-commerce** and am eager to leverage my skills to drive **online sales** and enhance the customer experience, contributing to the overall success of the team and organization.

### CONTACT

PHONE: +971 56 221 7974

EMAIL: [ajitheravu@yahoo.co.in](mailto:ajitheravu@yahoo.co.in)

LinkedIn: [linkedin.com/in/ajith-vellamkulath-5b4221283](https://www.linkedin.com/in/ajith-vellamkulath-5b4221283)

### PERSONAL INFO

Nationality : Indian  
Marital Status : Married  
DOB : 7<sup>th</sup> May 1980  
Interests : Playing Football, Badminton.  
Languages : English, Hindi, Malayalam.  
Location : Sharjah, UAE.

## PROFILE SUMMARY

- **E-commerce** focused **Web Administrator** with over **10** years of experience in managing **Web Portals** and **8** years in **Customer Service**, committed to achieving outstanding results.
- Proficient in **Mojo Portal** (ASP.Net, C#, SQL) and **Joomla** (PHP, MySQL), with a strong emphasis on **e-commerce** functionalities (**product cataloging** and **order management**).
- Strong expertise in **customer relations**, **complaint handling**, and providing satisfactory resolutions.
- Well **qualified** with relevant **academic qualifications** and **certifications** to support my professional experience.
- Proven **team leader** with a track record of remarkable achievements in driving e-commerce initiatives.

## WORK EXPERIENCE



### WNS GLOBAL SERVICES Pvt. Ltd – Mumbai, India

**Senior Associate Operations – Apr 2016 to Sep 2024**

- Managed customer inquiries from diverse regions in the **UK** for a **premier energy** company.
- Resolved customer issues effectively, resulting in high satisfaction ratings.
- Optimized response times and addressed **complaints**, ensuring follow-up until resolution.
- Gathered customer feedback to enhance service performance.



### VEDANTA VISION – Mumbai, India

**Web Manager – Jul 2010 to Mar 2016**

- Developed and managed the organization's IT solutions, including a new **Joomla** based web portal with a focus on **e-commerce**.
- Integrated additional functionalities such as **shopping cart** and customer registration to enhance the online shopping experience.
- Assumed **administrative responsibilities**, **product listing** and **order processing** alongside IT tasks.

### Agilisys IT Services India Pvt. Ltd – Mumbai, India

**Developer – Sep 2006 to Jun 2010**

- Managed multiple website development projects and their ongoing maintenance.
- Participated in client meetings to gather and clarify requirements.
- Identifying and resolving issues on existing websites while gathering necessary requirements for enhancements.
- Following major websites handled during my tenure in this organization:

## CORE COMPETENCIES

Team Management	96%
Analytical	95%
Assertiveness	95%
Quick Learning	97%
Organised	96%
Building Relations	99%

Projects	Tools	URLs
Rajasthan Royals	MojoPortal HTML, CSS & Photoshop	<a href="http://www.rajasthanroyals.com/">www.rajasthanroyals.com/</a>
McDonalds	HTML, CSS, XML, XSL & Photoshop	<a href="https://mcdonalds.co.uk/">https://mcdonalds.co.uk/</a>
GMS India	HTML, CSS & Photoshop	<a href="http://www.gms-india.com/">www.gms-india.com/</a>
Old Assam	HTML, CSS & Photoshop	<a href="http://www.oldassam.com">www.oldassam.com</a>
Blenheim Chalcot	HTML, CSS & Photoshop	<a href="http://www.blenheimchalcot.in">www.blenheimchalcot.in</a>
Celebrate Bandra	MojoPortal HTML, CSS & Photoshop	<a href="http://www.celebratebandra.in">www.celebratebandra.in</a>
IndiQuest	HTML, CSS & Photoshop	<a href="http://www.indiquest.co.uk">www.indiquest.co.uk</a>



## EDUCATION

- B.Com - Indira Gandhi National Open University, 2001
- CIC (Six Months Certificate Course in Computer) Indira Gandhi National Open University, 2001
- PGDCA - ICES
- SSLC - Govt Vocational Higher Secondary School, Kerala.



## COMPUTER PROFICIENCY

GUI Tools / Web Designing Packages	MS Office, Adobe Photoshop, Corel Draw, Adobe Illustrator
Programing Languages	HTML, XML, XSL, CSS, CMS (ASP.Net & PHP)
RDBMS	SQL Server 2000, My SQL
Operating Systems	MS Dos, Windows 98/NT/2000/XP/7