



+971 586909081



vedantkainthola99@gmail.com



Dubai, UAE

## SKILLS

Communication



Customer management



Negotiation



Time management



Target oriented



Team work



## Education

**Bachelor of Commerce**  
(2018-2021)

*Sinhgad College of  
Science, Commerce and Arts  
Pune*

## Personal Details

**Gender:** Male

**DOB:** 27/01/1999

**Passport No.:** N0626535

**UAE Driving License:** Yes

# Vedant Kainthola

## Profile Summary

*Strategic, highly driven executive with 8 yrs. experience in throughout sales, customer service, and operations, leveraging strategies to realize superior results and consistent growth.*

## Experience

### Artisan Bakers

( Aug 2024 – Present)

#### Sr. Ecommerce Specialist

- Aggregator Platform Management Oversaw the management and optimization of e-commerce platforms (e.g.Talabat, Deliveroo, Careem, Noon, Instashop & Now Now)
- Digital Marketing Integration , Coordinated marketing campaigns (SEO, email, social media) to drive traffic and conversions.
- Preparing Ecommerce Budgets .
- Product & Inventory Management Oversaw product catalog accuracy, seasonal launches, and inventory synchronization.
- Customer Experience Focus ( Insights of ratings and customer satisfactions)
- Team Leadership & Collaboration (Managed and mentored a team of E-commerce professionals, including Website merchandisers, product listers, and customer service experts.

### EROS GROUP

(Jul 2023 – Jul 2024)

#### Sr. Ecommerce merchandiser & buyer

- Ecommerce products listing and coordinating with buyers for stocks .
- Merchandising and adding exclusive deals on the website .
- Keeping a stock track and updating prices for B to B brands.
- Co-ordinating with buyers for getting good deals and running promotions for the week or month.
- Comparing prices with competitive website .
- Keeping a track of upcoming new product launches and getting it listed on the website
- Keeping a check on market place orders and stock update.  
(Talabat, Deliveroo, Careem, Noon, Instashop & Now Now)

### Ferns & Petals

(Apr 2021 – Jul 2023)

#### Customer Service Executive

- Calling existing and potential customers to persuade them to purchase company products and services.
- Developing and sustaining solid relationships with customers to encourage repeat business.
- Worked in operations dispatching & fleet management.
- Developing in-depth knowledge of customer products and services to make suitable recommendations based on customers' needs and preferences.
- Supervising the Marketplace for Bakery, Handling (Talabat, Deliveroo, Careem, Noon, Instashop & Now Now)

## **Tech Mahindra**

**(Mar 2020 – Apr 2021)**

### **Retention Advisor**

Client: Three, UK (Hutchison Group)

- Understanding Customer Requirement accordingly suggesting them the right Product.
- Product Listing and merchandising of the website and keeping a track of stock and sales.
- Briefing Specification of product to the customer.
- Convincing and retaining the customer.
- Building a good relation and converting into sales.
- Managing sales trackers and reports.
- Building and working on various strategies to retain Customer

## **Concentrix**

**(Feb 2019 – Mar 2020)**

### **Customer Service Executive**

Client: Virgin Media UK

- Managing Customers from UK.
- Understanding and troubleshooting issues for Various Products.
- Product listing and merchandising of the website.
- Suggesting and selling Various Combo Packages (OMPH Bundle).
- Targeting Maximum sales.
- Giving Timely support to the customer and Ensuring Maximum Customer Satisfaction.

## **3P Relocations**

**(Feb 2017 – Jan 2019)**

### **Sales Executive**

- Co ordinating for client inspection for Apartment viewing.
- Support back end database for inventory.
- Co ordination with channel partners property listing.
- Co-ordination & liaison work for property registration & documentation with government offices.