

RITU KAUR



MERCHANT ACQUISITION SPECIALIST

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Dear HR,

I hope this email finds you well. I am writing to express my keen interest in potential job opportunities at your company.

With over 8 years of experience in Logistics, Warehousing, E-commerce, 4PL services, Quality Control, and Customer Service, I believe I can make an immediate and valuable contribution to your team.

Currently excelling as a Merchant Acquisition Specialist, I am enthusiastic about applying my expertise to drive your team's success. I am open to a brief discussion to explore how my qualifications align with the job position and the organization's needs. Please find my resume attached for your review.

I would describe myself as a results-driven professional with expertise in competitive pricing, demand planning, bids & contracts, fleet management, forecasting, inventory control & planning, just-in-time logistics, outsourcing, sourcing, and vendor management. Beyond my professional pursuits, I am passionate about writing, whether it be blogs, poetry, or generating innovative business ideas.

In addition to my career accomplishments, I have achieved personal milestones as well. I am an entrepreneur, running NoahCandles as a side hustle, and I am also the author of a successfully published poetry book, 'Him & I: Devil Never Lie,' available on both Kindle and in paperback on Amazon USA.

During the challenging COVID-19 pandemic in 2020, I embraced a new opportunity as a TV Anchor with ZORINS TV. I covered a wide range of events, including prominent fashion shows like BEING SHE UNIVERSE 2020 and ORGANIC EVENT EXPO 2020. Additionally, I reported on fashion shows showcasing branded clothing.

I am eager to connect with you and discuss potential job openings at your company. Please feel free to refer to my profile in your network. Your consideration of my application is greatly appreciated.

Thank you for your time, and I look forward to the possibility of working with your esteemed organization.

Sincerely,

RituKaur



Ritu Kaur

Merchant Acquisition Specialist

My Contact

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📍 AL MAMSHA, SHARJAH

Hard Skill

- Inventory Optimization
- Vendor Negotiation
- Data Analysis and Reporting
- Inventory Software (SAP, Oracle)
- CRM and ERP
- Key Account Management
- Microsoft Office Suite

Soft Skill

- Decision-making, Negotiation
- Communication
- Multi-tasking
- Problem Solver

Education

• Bachelor in Commerce
Mumbai University
Completed in 2011

Achievements

2022 - 2022

Developed business plans for E-commerce customers, resulting in a 30% revenue boost

2018 - 2019

Identified counterfeit items, resulting in a 20% reduction in counterfeit listings on the marketplace.

2017-2018

Conducted rigorous quality checks, ensuring a 95% accuracy rate in product assessments

Dedicated professional with a proven track record of ensuring quality and efficiency within Amazon's complex supply chain. Committed to enhancing the customer experience through continuous improvement and adherence to standards. Seeking to leverage expertise in a dynamic role that values precision and process enhancement.

Professional Experience

EASYSHOPY

July 2023 - Sept 2023

Merchant Acquisition Specialist (Sales)

- **Key Account Management:** Develop strong long-lasting relationships with key restaurant partners.
- **Business Growth:** Drive business growth of accounts and improve commercial and operational performance.
- **Data Analysis:** Analyze account performance data to make informed decisions.
- **Performance Meetings:** Conduct monthly merchant performance reviews and plan for the future.
- **Collaboration:** Work closely with internal stakeholders to meet growth objectives.

SEAPEARLS SHIPPING SERVICES - JAFZA

March 2023 - July 2023

Logistics and Operations Coordinator

- Efficiently coordinate transportation and streamline warehouse operations for improved efficiency, encompassing inspections, FDA checks, and invoicing.
- Ensure accurate customs and shipping documentation, including bill of lading and DP World compliance.
- Managed key accounts for FMCG Clients, assisting in generating certificates of origin (COO) and Bills of Lading (BOL)
- Collaborate with sales teams to grow the client base.

WESTORE TECHNOLOGY DMCC

March 2022 - December 2022

Key Account Sales & Operations Manager

- **Strategic Partnerships:** Establish and manage key strategic partnerships to drive business growth.
- **Key Accounts Manager - Ecommerce:** Expert in e-commerce sales, operations, and brand strategy with a strong focus on maximizing revenue and market presence.
- **Warehouse Management:** Ensure the utilization of our highly reliable Warehouse Management (WM) systems, guaranteeing an exceptional accuracy rate of 99.9% in fulfillment operations
- **Logistics Oversight:** Oversee warehouse sourcing, freight forwarding, and export teams to ensure precise and on-time last-mile deliveries.
- **Contract Management:** Review and approve contracts and pricing schemes.
- **Merchant Task Follow-up:** Ensure tasks with the fulfillment team are completed promptly.
- **Fulfillment Partner Management and Collaboration:** Manage and collaborate with fulfillment partners who are well-trained and equipped to handle tasks such as picking, packing, labeling, and preparing orders for delivery.

PROFESSIONAL SKILLS

- Bids & Contracts
- Goal Oriented
- Customer Service Management
- Analytical & Critical Thinking
- Negotiations
- Sourcing Vendor Management
- Fleet Management
- Problem Solver
- Exposure to DP Portals (DP WORLD, DUBAI TRADE)
- IT Skills (Microsoft Office 365 Suite)

CERTIFICATIONS

PeopleSoft
Compliance & Ethics
CRM
ERP
Leadership Principles @ Amazon

LANGUAGES

English  100%

Hindi  100%

Marathi  95%

Punjabi  100%

ACHIVEMENTS

July 2023 - Present

Achieved a 20% increase in the number of key restaurant partners.

March 2023 - July 2023

FMCG clients, resulting in a 10% increase in client satisfaction

AMAZON

AUGUST 2020 - JANUARY 2021

Supply Chain Inventory Transfer Coordinator

Key responsibilities:

- Execute supply chain functions, ensuring smooth product flow from suppliers to retail outlets.
- Conduct physical reconciliations of supply chain products with invoices and supply documents.
- Develop efficient data collection processes within the supply chain.
- Analyze data to identify improvement areas and propose enhancements.
- Lead supply chain optimization projects, including warehouse slotting and route planning.
- Establish packaging, procurement, and delivery standards.
- Monitor key performance indicators (KPIs) and generate supply chain performance reports.

AMAZON

MARCH 2019 - JULY 2020

Returns and Inspection Coordinator

- Conducted meticulous inspections of incoming shipments to assess product condition.
- Categorized items for repair and assigned tasks to appropriate technicians or teams.
- Ensured stringent quality control throughout repair and refurbishment processes.
- Implemented process improvements to enhance efficiency.
- Addressed customer inquiries regarding returns and repairs with timely updates and resolutions.
- Efficiently managed inventory levels and maintained an organized workspace. Strictly adhere to company policies, including safety protocols and data security measures, for returns and repairs.

AMAZON

OCTOBER 2018 - FEBRUARY 2019

Marketplace - Counterfeit Product Investigator

- Research and analysis of Amazon marketplace products, with a focus on identifying counterfeit items.
- Scrutinized product descriptions and images for signs of counterfeit listings, such as misspellings, grammatical errors, and low-quality images.
- Compare product details to online data and original product information to ensure authenticity.
- Collaborated with teams to report and address counterfeit listings, maintaining Amazon's marketplace integrity.
- Supported the maintenance of high product quality and authenticity, safeguarding customers from deceptive listings.
- Played a crucial role in enhancing the Amazon shopping experience by identifying and addressing counterfeit items.

AMAZON

SEPTEMBER 2017 - SEPTEMBER 2018

Quality Controller & Customer Service

- Conducted rigorous quality checks on high-value electronic items repaired by authorized suppliers under various Amazon warranties, including Accidental Damage Protection, HCare, Warranty, and Extended Warranty.
- Implemented and maintained quality standards and procedures for Souq fulfillment retail and Fulfillment by Amazon (FBA) stock.
- Managed vendor selection, negotiations, and relationships to ensure product quality and cost efficiency.
- Conducted comprehensive quality audits to ensure product conformance with established standards.
- Developed and documented standard operating procedures (SOPs) based on a deep understanding of the product pipeline.
- Provided front desk assistance for walk-in customers, enhancing their overall experience with prompt and efficient service.