



SUNNY KUMAR

Shopping mall & Ecommerce

- Indian
- Fulas Akbar Pur (Saharanpur, Uttar Pradesh)
- 03-01-2005
- male
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PROFILE

- Capable Handling back-office operations and setting process with key focus on market research.
- Resourceful at maintaining relationship with client to achieve quality product and service norms by resolving their service related critical issues.
- Capable in handling overall functioning of processes & implementing processes in line with guidelines.
- Proficient in interacting with different department for executing the sales of all equipment and enhancing the overall efficiency of the organization.
- Sound knowledge of handling the back-end operations and other general administration activities of the organization.
- Posses excellent interpersonal, communication and organizational skills.

EDUCATION

2019 → 2020
Kishan Agriculture Inter College UP Board –
Marks 64%, Division I Saharanpur, Uttar Pradesh.

10th, High School.

1995 → 1999
Swami Kalyan Dev Inter College UP Board –
Marks 55%, Division II Muzaffarnagar, Uttar Pradesh

12th, Intermediate.

WORK EXPERIENCE

10-2021 → present
(More Retail Private Limited)
Muzaffarnagar, India
SSA Amazon Manager.

- Managing First and Last mile together for Amazon Seller Central.
- Manage the daily attendance sheet of delivery team and send to month of end Amazon team.
- Managing 08 Pickers associates team for order picking as per CPT.
- Managing 15 delivery associates team with 01 Supervisor of DA team.
- Working on daily INF report (Item not found).
- Working on daily routes creates of delivery team.
- Collecting cash from the delivery team and banking it on the same day.
- Daily Working on Return Order/Non Return Orders as per process with concession report.
- Working on Snow App for order picking.
- Working on Amazon Seller Central for Weekly KPI,s Report (CPO,ODR,INF,C2S,EAN SCAN,UPH).
- Working on Sim+ software for managing inventory and Dead/Dump Process .
- Working on Google Sheet & Microsoft Excel for all reporting.
- Working on scheduled PI from Monday to Friday in the week.
- After receiving the Stock analysis it through Microsoft Excel and working In-transit damage stock same day.
- All the Guidelines process of the company is followed to keep the stock in the warehouse.

03-2020 → 03-2021

Spencer's Retail Limited. Sidcul Haridwar,
India.

Cashier in Hypermarket.

- Organized and managed center operations during the COVID-19 pandemic.
- **Customer service** :Greeting customers, answering questions, and resolving complaints.
- **Processing transactions** : Scanning items, collecting payment, and issuing receipts.
- **Handling returns** : Processing returns and exchanges, and checking for damaged items.
- **Maintaining the checkout area** : Keeping the checkout area clean and tidy.
- **Promoting the store**: Making sales referrals, cross-selling products, and introducing new ones
- **Balancing the cash register** :Counting money at the beginning and end of shifts.
- **Using the point-of-sale (POS) system** :Running and troubleshooting the POS system.
- **Following store policies**: Following store policies and procedures.
- **Learn**: Learn all Back Office Work.

PERSONAL SKILLS

- ✓ Managing tasks and problem-solving skills
- ✓ Ability to adapt and learn quickly
- ✓ Able to work on my initiative or as part of a team
- ✓ Proficient in computer applications, including Microsoft Office Suite
- ✓ Strong communication and interpersonal skills

SOFTWARESKILLS

Microsoft excel	★★★★★☆☆
Microsoft Power Point	★★★★☆☆☆☆
Microsoft Word	★★★★☆☆☆☆
Google Sheet	★★★★☆☆☆☆

PERSONALITY

Fast Learner

Communicative

LANGUAGES

English	●●●●○○
Hindi	●●●●●●

HOBBIES



New+



Video Gaming.



Achievement
Lover.

DECLARATION

I hereby declare that above mentioned information is correct to the best of my knowledge and belief.

- Date :-
- Place :-

(SUNNY KUMAR)