



Contact

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Email

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Address

Port Saeed, Deira, Dubai

Expertise

- E-commerce
- Business Development
- Sales & Merchandising
- Customer Service
- Photography
- Online Merchandising
- Category Management
- Product Assortment Planning
- Competitive Analysis
- Market Analysis
- E-commerce Styling
- Affiliate Marketing
- Team Player & Leadership
- Problem Solving
- Written & Verbal Communication
- Operating Systems (Windows, Mac OS, Linux)
- Hardware & Networking
- Microsoft Office & 365

Languages

English

Malayalam

Hindi

Tamil

Swagath Vijayan

E-commerce Executive

I am looking for an opportunity that will help me innovate and attain a challenging position and improve my interpersonal and professional skills within the organization.

Experience

Ashtel Group Of Companies, Dubai, UAE

E-commerce & Online Sourcing Executive (November 2021- Present)

- Ensuring accurate and up-to-date product listings, including product descriptions, images, and pricing, on the e-commerce platform.
- Handling order fulfillment, tracking shipments, and addressing customer inquiries regarding their orders.
- Regularly updating the website content, including banners, promotions and seasonal campaigns to drive customer engagement.
- Collaborating with the marketing team to execute digital campaigns and promotions to attract new customers and retain existing ones.
- Providing excellent customer support through various channels, resolving issues, and ensuring customer satisfaction.
- Coordinating with the warehouse team to optimise inventory levels and prevent stock outs or overstock situations.
- Product Research: Conduct in-depth market research to identify trending products and potential suppliers that align with the company's requirements.
- Assessing and selecting suppliers based on factors such as product quality, pricing, reliability, and shipping options.
- Negotiating favourable terms with suppliers to secure competitive pricing, favourable payment terms, and quality assurances.
- Implement quality control measures to ensure that sourced products meet established standards and customer expectations.
- Coordinate with logistics and inventory teams to optimise the supply chain process and minimise lead times, analysing the total cost of ownership for sourced products, and factoring in shipping, customs, and other relevant expenses.
- Building and maintaining strong supplier relationships to foster long-term partnerships and improve collaboration.

Lifco Group of Companies, Sharjah, UAE

E-commerce Executive (January 2020 - September 2021)

- Developing and creating attribute sheets for each brand.
- Assimilation of data from different sources.
- Processing and managing pricing for uploading products.
- Regularly updating the stock and price of the products on an in-house website and marketplaces.
- Review and ensure product listings are clear, complete & meet the standards
- Ranking the products in each category/brand according to the sales.
- Review competitors and keep track of new products and their pricing.
- Products Scanning & Product Photography
- Store Activation & Training
- Ensure that visual elements align with product themes, brand identity, and promotional campaigns

Personal Details

Nationality- Indian

Date Of Birth- 25-05-1994

Visa Status- Employment Visa

Marital Status- Single

Al Zayani Trading Est, Dubai, UAE

Merchandiser at Carrefour (July 2016 - April 2019)

- Helping customers to choose electronic equipment & device such as home appliances, television, IT products, mobile phones, gaming devices and accessories.
- Maintaining an orderly appearance throughout the sales floor.
- Attending customer inquiries and making customer satisfaction & dealing with comments and complaints.
- Up-selling & Cross-selling products to increase purchase amounts.
- Preparing and submitting daily sales reports in a timely and detailed manner to the sales manager.
- Assisting in the inventory check as per the standards of the company.

India Options Software Pvt Ltd, Kerala, India

Junior System Administrator (2014 September- 2015 February)

- Managed and maintained server infrastructure comprising physical and virtual servers running Windows Server and Linux distributions.
- Configured, optimized, and secured network equipment, including routers, switches, firewalls, and VPNs.
- Oversaw user access control to maintain data confidentiality and integrity.
- Conducted routine backup tests and simulated disaster recovery scenarios to validate system resilience.
- Implemented security measures like firewalls, intrusion detection systems, and antivirus solutions to protect against cyber threats.
- Regularly applied software updates and security patches to servers, operating systems, and applications.
- Diagnosed and resolved hardware, software, and network problems, minimizing downtime

Education

- Bachelor of Computer Application- Madurai Kamaraj University

Professional Certification

- CCNA, CCNP Routing & Switching, CISCO ID: CSC012757917