

RONAK TRIVEDI

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Location: Dubai, UAE

CORE AREAS OF EXPERTISE

- Retail Operations Management
- E-Commerce Strategy & Optimization
- Warehouse & Fulfillment Operations
- Ominichannel Operations
- Order & Inventory Control
- Logistics & Supply Chain Coordination
- Customer Service Excellence
- Project Management
- Process Improvement
- Product Listing
- SEO Optimization
- Data Analysis
- Performance Reporting
- Cross-Functional Team Collaboration
- Client & Vendor Relationship Management
- Category & SKU Management
- Strategic Planning & Execution
- Customer Satisfaction
- Client Retention
- KPI Monitoring
- Business Insights

EDUCATION CREDENTIALS

- Master of Management Studies | 2012
- Bachelor of Management Studies | 2010

CERTIFICATIONS

- Pursuing Six Sigma Green Belt
- The Fundamental of Digital Marketing
Google Digital Garage | Aug. 2020

SNAPSHOT PROFILE

- Results-oriented Operations and Client Servicing Specialist with over 9 years of experience in driving operational efficiency and enhancing client satisfaction in retail operations, e-commerce, logistics and fulfillment.
- Known for delivering strategic solutions and operational excellence, with a track record of leading cross-functional teams to optimize processes, streamline inventory and supply chain operations, lead fulfilment projects and elevate customer experience.
- Skilled in fostering team collaboration & implementing data-driven insights to boost productivity & service levels, consistently achieving performance improvements.

WORK EXPERIENCE

Aug. 2021 – Aug 2024: Multy Home LP, Canada

E-Commerce & Retail Operations Specialist

- **E-Commerce Operations Management:** Managed all aspects of e-commerce and retail operations, overseeing order transactions across multiple websites and marketplaces, and optimizing retail displays for customer engagement and sales conversions.
- **Stakeholder Coordination:** Acted as the primary liaison between vendors, customer support teams, and Category Managers, ensuring seamless communication and workflow alignment.
- **SEO & Product Content Optimization:** Curated and uploaded product marketing content, implementing SEO strategies to enhance product visibility, improve search rankings, and drive organic traffic.
- **Platform Management:** Collaborated with vendors and Category Managers to onboard and manage product listings on platforms including Shopify, Amazon, Walmart, and Canadian Tire, ensuring seamless order processing.
- **Supply Chain & Inventory Management:** Coordinated supply chain operations, maintaining accurate inventory management and ensuring timely order fulfillment by working with warehouse and logistics teams.
- **Customer Service & Issue Resolution:** Managed real-time updates of product inventory and orders in Warehouse Management Systems (WMS), while addressing escalated Zendesk tickets to resolve customer issues and maintain satisfaction.
- **Reporting & Analytics:** Prepared detailed weekly, monthly, and quarterly reports on product performance, order metrics, inventory levels, and vendor engagement, providing insights for decision-making.

Nov. 2020 – Aug. 2021: InterFulfillment Inc., Canada

E-Commerce Specialist

- **Project & Workflow Management:** Led project management for large-scale order processing, assembly, kitting, and returns, including the Para Olympic Canada 2020-21 project, improving workflow efficiency.
- **Order Fulfillment Coordination:** Managed product SKUs and coordinated order fulfillment with logistics teams (FedEx, UPS, Canada Post), ensuring timely delivery using Smart Pack for inventory management.

TECHNICAL SKILLS

- **E-Commerce Platforms:** Shopify, Amazon Seller Central, Walmart Vendor Portal, Wayfair Partner Home, CommerceHub
- **Logistics & Order Management:** 3PL, Tec Ship, FedEx, UPS, Canada Post, Purolator
- **Customer Support & CRM:** Zendesk, Jira
- **Analytics & Reporting:** Microsoft Excel, Google Analytics, Smart Pack

PERSONAL DOSSIER

- **Nationality:** Canadian
- **Visa Status:** Dependent Visa
- **Driver’s License:** Valid UAE Driver’s License
- **Languages Known:** English, Hindi, Gujarati, Marathi

- **Supplier & Vendor Relationship Management:** Served as the primary point of contact for suppliers, vendors, and internal teams, ensuring alignment and smooth execution of operational goals.
- **Performance Reporting & Metrics:** Prepared and distributed monthly KPI reports, tracking product and order performance metrics to provide management with operational insights.

Oct. 2019 – Nov. 2020: Teleperformance, Canada
Customer Support Lead

- **Customer Service Excellence:** Delivered exceptional customer service at Klarna's Global Service Centre, achieving a perfect 100% CSAT rating across multiple quarters.
- **SLA Adherence & Performance Optimization:** Maintained 98% adherence to SLAs, driving high performance and customer satisfaction while minimizing complaints.

Jan. 2018 – Jul. 2019: Kohinoor Tele-Video Pvt. Ltd., India
Assistant Manager (E-Commerce & Customer Service)

- **Order Fulfillment & Logistics Coordination:** Oversaw the fulfillment of **280-300 daily orders** by coordinating with warehouses and logistics vendors, ensuring timely and accurate deliveries of MFN and FBA orders.
- **Team Leadership & Development:** Led a team of 2 executives, driving a 20% increase in productivity and **reducing customer complaints by 30%** through the implementation of a grievance resolution process.
- **E-Commerce Platform Management:** Managed and updated e-commerce platforms, including Amazon Seller Central, optimizing product listings and promotions to increase sales and enhance user experience.
- **Customer Relationship Management:** Handled customer inquiries and claims, providing timely resolutions while preparing daily and weekly reports on performance metrics and product orders.

Oct. 2015 – May 2017: Kompress India Pvt. Ltd., India
Marketing Executive

- **Logistics Coordination & Inventory Management:** Coordinated logistics operations, managing **80-100 daily orders** & ensuring seamless third-party logistics (3PL) processes.
- **Marketing & Business Growth:** Contributed to a marketing fair, resulting in a **28% increase in clientele**, demonstrating success in driving business growth through targeted marketing strategies.
- **Content & Digital Marketing Management:** Assisted with content management and product information updates across digital platforms, ensuring alignment with marketing goals and driving sales.