



HEMIN JATINKUMAR SHAH

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NINE YEARS SIX  
MONTHS EXPERIENCE  
IN AUDIT, SALES AND  
OPERATION.

MBA IN MARKETING  
FROM SIKKIM MANIPAL  
UNIVERSITY (SMU)

## About Me:-

*I am a seasoned leader, executive and strategist. I am an expert in Management, Marketing, sales and Operation. I have won many hats in my career –Manager, sales, team lead. As a result I have unique ability to multi-disciplinary projects and to handle complex situation.*

**SPECIALITIES-** Operation, Audit, sales and marketing

## Employment History:-

- **Organization:** Solino Home PVT LTD(May-21)  
**Designation:** Assistant Manager – E commerce (team Size - 6)

- **Organization:** ERGODE IT Services. (total 4 yrs 3 month Exp)  
**Designation:** Assistant manager – Audit. 9 months (March 2020 to April 2021)

### Job Responsibilities:

Report to CEO regarding business loss and recovery plan (weekly and monthly).  
Regular meeting with MP account manager and department manager regarding team error and SOP change to minimize future loss.  
On real time basis escalate critical issues to the business team which requires immediate attention.  
Responsibility of sales target and business planning for eight MP(Amazon-Walmart).  
Audit team responsibility (team size-14) and MP matrix responsibility.  
Responsible for maximizing the sales and profit of the categories and achieving sales target while remaining competitive in the marketplace  
Management of top line and bottom line (P&L), product returns and inventory mix.  
Negotiate with all vendor buying agreements between the company and respective suppliers.  
To ensure 100% customer satisfaction through Seller/brand level monitoring of the NPS score, OOS, Delivery Time, Product Quality, Wrong SKU delivered etc.  
Inventory planning.  
Creating a campaign on Amazon to sell selected sku and brand promotion

- **Designation:** Team Leader - Audit 21 months (May 2018 to March 2020)

### Job Responsibilities:

Find out error in each process and resolve them for future profitability.  
Resolve major issue and business planning with Market place.  
Audit entire business process like Operation, Listing, Sourcing & Customer service.  
Identify error of each process and minimize business loss and removing negative feedback to represent case with Amazon and communicate with customer.  
Resolving challenging issues with customer service, loss situations, on-time shipment and other key areas of performance.  
Handling eight different US marketplace Metrics.  
Assigned tasks to individuals and departments.  
Conducted analysis of progress and held monthly meetings regarding goals and tasks.

- **Designation:** Team Leader - Operation. 15months (Jan 2017 to April 2018)

### Job Responsibilities:

Handling eight market place orders fulfillment.  
Handling order processing team, shipment team and pre-fulfillment team.  
Conducted weekly operation synchronization meetings to manage organizational chart & improve efficiency, streamline processes, and identify reluctant tasks.  
Identified operational issues and devised goals and plans to address them.  
Conducted analysis of progress and held monthly meetings regarding goals and tasks.

- **Organization:** LG India PVT LTD. 1 year 10 months (Dec 2014 to Oct 2016)  
**Designation:** Team Leader Sales.

### Job Responsibilities:

Handling Store sales executive in all Mumbai branch.  
Team handling 54 SSE(Store Sales Executive) in Modern trade(Croma,E-zone,Vijay sales)  
Also handling employee salary, incentive, target uploading and HR related works  
Channel sales = going to small distribution and sell them LG goods in interactiveway  
Coordinate with Area manager and SSE & give them target.

## KEYSKILL: -

Team work  
Team handling.  
Research & Development.  
Planning  
Implementation.  
Ecommerce experience.  
Process audit.  
Identify the business loss.  
Managing multiple tasks.  
Management  
Inventory forecasting.  
All operation activities  
MIS report to CEO.  
Sales report.  
Recourse management

## STRENGTHS:-

Integrity  
Optimistic  
Self-Dependency  
Loyalty

## WEEKNESS:-

Heavy body

- **Organization: Rex Enterprises.** 1 Year 7 month (April 2013 to Nov 2014)  
**Designation: Operation Executive and Project coordinator.**

### Job Responsibilities:

Have experience in dealing with clients and selling them the interactive way of display marketing for general as well as modern trade.  
Have also done installation in different geographies of India and well versed about the rules of transportation.  
Client Servicing - Before the event and during the course of execution.  
Logistics & Admin responsibilities.  
Billing & payment follow-ups.  
Team Handling (25 ppl).

- **Organization: Cupid diamond PVT LTD.** 2 years (April 2011 to march 2013)  
**Designation: Operation Executive**

### Job Responsibilities: -

To handle all stock for diamond.  
Handel the dealing in all India buying and selling department online Rapnet handling.  
Co-ordinate with the clients and explain the products of the company

## Education:-

- **Complete M.B.A (Marketing) from Sikkim Manipal University in 2015.**
- Passed T.Y.B.COM from Viva College of Arts, Commerce & Science with first Class in 2011.
- Passed H.S.C from M.K College of Commerce, with First Class in 2008.
- Passed S.S.C. from Sasrwati Vidhya Mandir high school with First Class in 2006.

## IT Proficiency:-

- Crash Course from St Angelo's institute in Software Education, Basics, Internet, and Surfing.
- Practical knowledge of MS office (MS-word, MS- excel, MS- PowerPoint), Adobe Photoshop, Internet and basic knowledge of hardware.

## Hobbies:-

Bike riding, Travelling, Music and Internet browsing.

## Personal details:-

Gender : Male  
Date of Birth : 30th Jan 1991  
Marital Status : Married  
Address : 205 Shakti shadan building, Vartak road, Near railway station,  
Virar (west), Pin – 401303.  
Date:-

THANK YOU