



FAHEEM NASIR MV

E-COMMERCE SALES COORDINATOR

A dedicated and results-driven E-Commerce Sales Coordinator with 4 years of experience in managing online sales operations, optimizing product listings, and ensuring seamless customer experiences. Skilled in coordinating inventory, processing orders, and implementing pricing strategies across multiple e-commerce platforms to maximize profitability. Proven track record in managing customer inquiries, resolving issues promptly, and working collaboratively with cross-functional teams to ensure timely order fulfillment. Expertise in data analysis, sales reporting, and monitoring performance metrics to enhance operational efficiency.

CONTACT INFORMATION

+971 525610267

faheemcha@gmail.com

Al Ain, UAE

EDUCATION

BACHELOR OF COMMERCE | 2020

- Mysore University

HIGHER SECONDARY | 2017

- Board of Higher Secondary Examination, Kerala, India

SSLC | 2015

- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

MS Office ★ ★ ★ ★ ★

Adobe Photoshop ★ ★ ★ ★ ★

Basic Operation ★ ★ ★ ★ ★

Internet & Email ★ ★ ★ ★ ★

DRIVING LICENSE DETAILS

Holder of Valid UAE Driving License

License No : 2950157

Date of Issue : 15/10/2023

Date of Expiry : 14/10/2025

Class of Vehicle : LMV

SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Decision-making

Time Management

Customer service

Problem Solving Ability

Hardworking

Interpersonal skills

WORK EXPERIENCE

E-COMMERCE SALES COORDINATOR | November 2021- Present AL-AIN CO-OPERATIVE SOCIETY, UAE

KEY RESPONSIBILITIES

- Communicating with customers via email, phone, and social media to resolve issues and enhance the customer experience.
- Updating stock data for food and non-food items, monitoring expiry dates, and collaborating with purchasing teams for inventory management.
- Developing and optimizing product descriptions and images to support customer decision-making.
- Assisting in order planning, scheduling, and managing shipping and returns to streamline e-commerce operations.
- Managing online pricing across e-commerce platforms and mobile applications to maximize sales and profitability.
- Coordinating with logistics teams to ensure accurate and timely delivery of orders, maintaining customer satisfaction.
- Monitoring and analyzing sales performance, providing insights and recommendations to improve overall e-commerce strategies.
- Working closely with marketing teams to implement promotional campaigns, increasing product visibility and online sales.
- Ensuring seamless integration of inventory management systems with e-commerce platforms to maintain real-time stock data.
- Supporting customer service teams in handling returns, exchanges, and any post-sale inquiries.

AREAS OF EXPERTISE

- E-Commerce Management
- Customer Relationship Management (CRM)
- Inventory Management
- Order Processing
- Product Optimization
- Sales Analysis and Reporting
- Pricing Strategy
- Digital Marketing
- SEO & Product Listing Optimization
- Logistics Coordination
- Supply Chain Management
- Online Platform Management
- Stock Control & Inventory Tracking
- Data Entry & Database Management
- Return and Exchange Management
- Vendor and Supplier Relations
- Cross-functional Collaboration

LANGUAGES

English	<div style="width: 100%;"></div>	100 %
Malayalam	<div style="width: 100%;"></div>	100 %
Hindi	<div style="width: 85%;"></div>	85 %
Arabic	<div style="width: 85%;"></div>	85 %

INTERESTS



Songs



Travelling



Reading

PERSONAL STRENGTHS

- **ADAPTABILITY:** Able to quickly learn and adjust to new systems, processes, and environments.
- **ATTENTION TO DETAIL:** Ensuring accuracy in data entry, inventory management, and order processing.
- **COMMUNICATION:** Strong verbal and written communication skills, able to liaise effectively with customers, suppliers, and teams.
- **PROACTIVE:** Anticipating needs and taking initiative to improve processes and customer experiences.
- **TECH-SAVVY:** Comfortable using a wide range of software and digital tools to optimize workflow and improve efficiency.
- **SERVICE -** Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION -** Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT-** Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 06/10/1998
Nationality	: Indian
Permanent Address	: Kerala, India

PASSPORT & VISA DETAILS

Passport Number	: R5539103
Date of Issue	: 09/01/2018
Date of Expiry	: 08/01/2028
Visa Status	: Residence Visa

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

FAHEEM NASIR MV