

# ROBERT SMITH

## Ecommerce Specialist

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

As an Ecommerce Specialist with 7 years of experience in Working closely and collaboratively with the web and IT team to implement the consumer commerce journey.

### SEPTEMBER 2016 - 2020

#### ECOMMERCE SPECIALIST - PC LIQUIDATIONS

- Began in a marketing analyst role, doing research, analytics, and reporting.
- Spent the past three years as a product manager of an eCommerce microsite program.
- Worked cross-functionally across teams, drafted requirements documents created wireframes and hi-fi mockups, and worked closely with designers, technical teams, and project management to get new apps and updates completed on schedule.
- Learned SQL, PHP, JavaScript, HTML, and CSS, and designed and built my own PHP web app for the tech support team, which automated several processes and improved their response times.
- Responsible for increasing customer utilization of the electronic ordering system.
- Supported field and store teams.
- Strengthened utilization of shop management system integration.

### 2015 - 2016

#### ECOMMERCE SPECIALIST - DELTA CORPORATION

- Process sales orders via online and generated leads in all markets.
- Presidents Club award winner 3rd Quarter ( top sales agent ).
- Created detailed yet vibrant internal documentation & reference guides for co-workers & management Accelerated the workflow by 55% using Excel.
- Stored item weights & dimensions, partially automated shipping process Compiled, sorted & verified the accuracy of data before it was entered into.
- Key Responsibilities Quality Check and Inventory Management.
- Updating Stock On Various Marketplaces Like Amazon.in, eBay.in, ETC.
- Looking after Sales of Products and Promoting Products On marketplaces.

## EDUCATION

High School Diploma

## **SKILLS**

Photography, Customer Service, Microsoft Office, Adobe Photoshop, Adobe InDesign, Administrative Duties.