

# Ajit Kumar (Operations Specialist)

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## PROFESSIONAL SUMMARY

Operations & Catalog Management Specialist with 8+ years at Amazon EU marketplaces, driving 30% YoY revenue growth through deal optimization, automation (Power BI), and vendor collaboration. Expertise in large-scale SKU management (50,000+ SKUs), process improvement, and stakeholder alignment across global teams. Certified Expert Mentor with leadership experience in training and stakeholder collaboration. Known for delivering high-quality results, fostering collaborative teamwork, and driving business objectives.

## SKILLS

- **Technical Skills:** MS Excel (Pivot, VLOOKUP, XLOOKUP), Word, SQL (Basic querying), CRM and ERP software, Web research
- **Core Competencies:** Deal management, Product cataloging, Promotions planning, Troubleshooting, KPI Reporting
- **Soft Skills:** Communication, Teamwork, Adaptability, Leadership, Analytical Thinking, Problem Solving

## PROFESSIONAL EXPERIENCE

### **Catalog Enrichment Executive at Careem Pvt Ltd**

Remote | Aug 2025 – Dec 2025

- Listing of new products and planning exit strategy for slow moving products
- Ensuring proper execution of project management by onboarding new suppliers and Brands
- Monitor competitor activities to identify growth opportunities
- Ensuring stock availability of onboarded supplier and Brands
- Ensuring regular content updates to improve catalog health
- Ensuring the smooth execution of Merchandising campaigns for +100 Brands of Food

### **Senior Catalog Associate at Amazon Development Center Pvt Ltd**

Bangalore | May 2017 – Jul 2025

- Owned catalog updates across EU marketplaces, reducing listing errors by 40% and improving product visibility
- Led end-to-end deal lifecycle across EU marketplaces, driving 30% YoY revenue growth and improving deal conversion rate by 25% through pricing optimization and vendor alignment
- Coordinated with vendors and retail teams to execute promotional strategies, increasing 25% deal conversion rates
- Led work allocation and quality checks for the team, boosting operational efficiency by 30% and reducing errors
- Conducted quality audits on deals, ensuring 98% compliance and reducing listing discrepancies by 40%
- Automated weekly business reports using Power BI, cutting reporting time by 50% and improving data accuracy
- Trained and mentored 15+ new hires, cutting onboarding time by 40% and enhancing overall team productivity

### **Customer Support French Language Expert at Concentrix Daksh Services India Pvt. Ltd**

Gurgaon | May 2017 – Aug 2017

- Resolved 95% of 50+ daily customer queries via email, improving CSAT by 20% within three months
- Processed 200+ refunds and replacements monthly, ensuring 98% accuracy and reducing escalations by 25%

## EDUCATION

- Master's in Business Administration, NMIMS, Delhi | 2022
- Bachelor of Arts (French Hons), Delhi University | 2017
- Bachelor in Business Administration, GGSIPU, Delhi | 2012

## CERTIFICATES & ACHIEVEMENTS

- Promoted to Senior Catalog Associate within Amazon
- Completed Expert Mentor Certification within Amazon
- Completed French Language Level B1 from AFD, Delhi
- Microsoft Excel: Advanced formulas, PivotTables, data analysis
- Language: English, French and Hindi