

ISHA KOKCHA

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PROFESSIONAL SUMMARY

Detail-oriented and result-driven operations and supply chain professional with over 15 years of experience in eCommerce operations, logistics, procurement, and customer service. Proven ability to manage end-to-end supply chain processes, optimize inventory systems, and lead high-performing teams. Adept at working in global environments with strong knowledge of SAP, Navision ERP, and eCommerce platforms.

CORE COMPETENCIES

End-to-End Order Fulfillment (Dispatch to Delivery)

Supply Chain Management & Logistics Coordination

Inventory & Warehouse Management

eCommerce Platform Management (Amazon, eBay, Etsy, etc.)

Proficient in Graphic Designing and Video Editing Tools in Canva, Inshot, Kinemaster etc for social media promotional creatives

Content creation for listing products services on marketplaces and social media promotion.

Microsoft Office, Open Office, Windows & Ubuntu OS

SAP (Version 9 & 10), Navision ERP

Team Leadership & Remote Team Management

Customer Service & Issue Resolution

Google Digital Analytics

PROFESSIONAL EXPERIENCE

☆Eco Management Services (Associated with Universal Marine Medical Supply, USA)
Onboarding Account Manager – Supply Chain
March 2019 – Present

Manage global order fulfillment of medical items for vessels, ensuring timely delivery and client satisfaction.

Coordinate with logistics teams, vendors, and internal departments for seamless operations.

Maintain real-time updates and process orders using SAP (v9 & v10).

Oversee inventory management on the company's web portal.

Supervise a team of both direct and virtual employees.

Generate and analyze daily and monthly performance reports.

☆M4 Design

Ecommerce Operations Manager

October 2012 – January 2019

Led complete eCommerce operations including catalog management, order processing, and delivery coordination.

Handled multiple international and domestic marketplaces (Amazon, eBay, Etsy, Snapdeal, etc.).

Conducted promotions and online marketing for Stationery, Home Decor, and Gift products.

Built strong partnerships with marketplace account managers for strategic collaborations.

Managed a team of 5 and ensured smooth dispatch and logistics handling with delivery partners.

Maintained MIS and performance metrics.

☆MakeMyTrip (India) Ltd.

Operations Executive – Ticketing

April 2010 – December 2011

Processed domestic and international airline bookings and travel insurance for clients.

Handled refunds, re-issuances, and series/charter ticketing.

Ensured accuracy in reporting and documentation.

☆Ace Travels Pvt. Ltd.
Operations Executive – Ticketing
March 2007 – April 2009

Managed end-to-end travel arrangements including ticketing, visa processing, and insurance.

Created and maintained detailed sales and ticketing reports.

EDUCATION

MBA (Operations Management) – Sikkim Manipal University
BBA – IMTS, Noida
Senior School Certificate – CBSE, Delhi

CERTIFICATIONS

Pursuing CIPS Level 4 – Chartered Institute of Procurement & Supply

Diploma in Computer Applications

Google Digital Analytics Fundamentals

PERSONAL DETAILS

Date of Birth: 10th August 1984

Languages: English, Hindi, Punjabi, Bengali