



SIRAJ K A

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PROFILE

An organized professional with proven E-Commerce, Human Resource, Management and Administration skills. Possess a strong track record in consultant, customer service, relationship, improving test scores and guiding effectively. Ability to be a team player and resolve problems and conflicts professionally. Skilled at communicating complex information in a simple and entertaining manner. Seeking a challenging career to desire optimally utilize my practical knowledge, professional learning and personal skills in synchronization with the organization's goals and culture to achieve the desired outcome.

WORK EXPERIENCE

E-Commerce Coordinator

January 2021– Continues...

RF Combine Ltd.

Al Qusais, United Arab Emirates

- Manage and review product presentation on site to ensure correct categorization, images, copy, pricing and promotional offers are accurate and meet internal requirements.
- Act as a liaison with excellent customer service to work with or resolve customer or product situations.
- Responsible with the third party for quality of work in terms of accuracy and content.
- Create product images and description for e-commerce platform.
- Add content to E-commerce website including virtual images, descriptions and price using assistance of the third party.
- Add products to Brand categories.
- Maximizes growth, accelerates the rate of new customer acquisition along with the 3rd party.
- Drives sales through improved consumer awareness of Company brands along with the 3rd party.
- Develops transition plans for new programs.
- Owns e-commerce promotions and assortment decisions on consultation with the line manager, after collaborating with customers and internal teams for effective product assortment.
- Realigns online marketing and sales activities to align with customers' needs and achieve the sales goals.

HR cum Admin

September 2018 – October 2020

EDUFACE Academy for Advanced Studies

Thrissur, Kerala, India

- Preparing and amending where necessary HR documents, i.e. employment contracts and recruitment guides
- Hiring, training, and inspiring college faculties to deliver their best in teaching students.
- Maintained open communications between staff, students and provided training & development.
- Providing support in the implementation of Payroll, HR processes and procedures.
- Managing employee relations, value, Assistance and wellness.
- Lead and directed volunteers and student leaders in building goodwill for the institution.

