

**STEVE LAL**

OPERATIONS/KEY ACCOUNT

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AGER

# CONTACT

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# SKILLS

Problem Solving

Effective Troubleshooter

Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

# EDUCATION

## B.Tech Computer Science

P.T.U

2013 - 2017

**Java Training**

**Certification**

Amritsar, 2015

**C++ Training**

**Certification**

Amritsar, 2014

# AWARDS

1st prize in hackathon

2nd prize in robo-war

2nd prize in Windows Troubleshooter

# RESUME OBJECTIVE

Operations/E-Commerce Sales/KAM with 2+ years of experience Handling Sales and Operations, preparing sales database along with reconciliation , and maintaining the utmost confidentiality. Possess a B.Tech in Computer Science and expertise in Computers, Microsoft Office and Accounting. Looking to leverage my knowledge and experience into a role as Process Manager.

# EXPERIENCE

## Operations/KAM/Sales

Globiznet Shopping Pvt. Ltd. / May 2017 - Present

* Handling Online Portals and managing Sales and prices of

Products

* Trained 3 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company policy while leading a group of 7
* Developed new Techniques and Softwares, saving the individuals time for payment reconciliation and invoicing.
* Maintain utmost discretion when dealing with sensitive topics like Flipkart’s BBD and Amazon Great Indian Festivals and maintain run-rate over the year.
* Manage Records and resolving IT Queries

## Intern

Globiznet Shopping Pvt. Ltd. / June 2015 – December 2016

* Type documents such as correspondence, drafts, memos, and emails, and prepared reconciliation reports weekly for management.
* Sorting and maintaining the inventory along with the online portfolios.
* Handling general customer queries through calls and mails along with writing reviews for the latest products.
* Resolving general IT queries and handling networking of systems and learned about accounts.