

URMI SHAH

urmiashah@gmail.com | 9967038388 | Vile Parle (East), Mumbai.

Results-driven professional with 2+ years of experience in operations management, e-commerce, and customer relations. Skilled in inventory management, order processing, Shopify operations, and social media marketing. Focused on streamlining workflows, improving customer satisfaction, and driving business growth. Enthusiastic and open to learning new skills to adapt and excel in dynamic environments.

EXPERIENCE

OPERATIONS MANAGER

The Sparkle Story | August 2023 - December 2024

- Company Overview: An e-commerce gifting company.
- Proficient in using Shopify for e-commerce management, and Shopify for order fulfillment and shipping.
- Supervised daily operations and workflows.
- Managed stock levels, and assisted customers.
- Ensured smooth shipments of orders.

CUSTOMER SERVICE EXECUTIVE - PART-TIME

The Sparkle Story | December 2023 - December 2024

- Handled inbound customer calls.
- Assisted customers with order placement, tracking, delivery updates and post-purchase queries.
- Resolved issues related to orders, shipments, returns and refunds promptly.
- Coordinated with operations and fulfillment teams to ensure smooth order processing.
- Updated customer and order details using Shopify and internal systems.

OPERATIONS EXECUTIVE

Rigmor India | May 2021 - July 2023

- Company Overview: An e-commerce business that sells denims.
 - Looked after inventory, order processing, and handled customers on all support channels.
 - Managed basic social media marketing and advertising, and took care of collaborations with other fashion influencers.
 - Verified the payment and refund procedures for the clients.
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EDUCATION**MBA - Business Management**

NMIMS Global Access School for Continuing Education | 2021 – 2023

Bachelor of Accounting and Finance

Mithibai College, Mumbai University | 2017 – 2020

HSC Board

Mithibai College, Mumbai University | 2015 – 2017

SSC Board

Utpal Shanghvi School | 2014 – 2015

SKILLS

Basic Knowledge of Meta Ads and Canva

**CO-CURRICULAR
ACTIVITIES****HOD GUEST MANAGEMENT – NUMERO 4**

Mithibai College | 2018

Committee Member – Colosseum'18

Mithibai College | 2017

LANGUAGES

English | Gujarati | Hindi | Marathi

DECLARATION

I hereby declare that the information provided is true to the best of my knowledge and belief.