



SHRAVAN KR. RAI

Sales & Operations Representative

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📍 Sonia vihar, Delhi

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EDUCATION

SENIOR SECONDARY SCHOOL
SARVODAYA BAL VIDYALAYA B1
YAMUNA VIHAR DELHI
2017 - 2019

SENIOR SCHOOL
A. S. V. J. Sr. Sec. School, (non medical)
2019 - 2021

DELHI SKILL And
ENTREPRENEURSHIP UNIVERSITY
B.M.S. E COMMERCE & OPERATIONS
2021 - 2024

SKILLS

- Sales Strategies
- Negotiation Skills
- Problem-Solving
- Multitasking
- Time Management
- Presentation Skills
- Team Collaboration

About Me

Motivated and growth-oriented professional seeking a career in E commerce operations and Supply Chain Management. Committed to leveraging a passion for learning, strong analytical skills, and a customer-focused approach to drive operational efficiency and contribute to organizational success.

WORK EXPERIENCE

INTERNATIONAL ORDER PROCESSING EXECUTIVE

Devè Herbs

- **Process international orders via Aramex and ShipGlobal platforms.**
- **Prepare and manage shipping documents like invoices, packing lists, and customs forms.**
- **Coordinate with logistics partners to ensure timely global deliveries.**
- **Track shipments and resolve delivery or customs-related issues.**
- **Maintain records for compliance and reporting.**

CUSTOMER SERVICE EXECUTIVE

GROWIN RICE PVT. LTD. (INTERNATIONAL BROKER)

- Be responsible and proactive in developing and maintaining **the customer's Database, Marketing, Dealing with International & Domestic clients and managing client's needs and expectations.**
- Mostly they deal in **DUBAI, UAE, QATAR, NEPAL**

BUSINESS DEVELOPMENT EXECUTIVE

ADINATH CHAIN & JEW. LLP (Sept. 2023 – Aug 2024)

- **Conducted comprehensive data analysis of North Indian jewellers to identify and shortlist prospective clients, driving targeted sales opportunities.**
- **Managed end-to-end sales operations, from order acquisition to delivery, ensuring timely service and high levels of customer satisfaction.**
- **Led market research and executed promotional campaigns across North Indian states.**
- **Gained hands-on experience with MMI Software, a customized billing**