

HITESH DHAM

MARKETING OPERATIONS PERSONNAL



CONTACT DETAILS

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CAREER TIMELINE

MAIN STREAM EXPERIENCE

"SRI SRI TATTVA"

Operations Executive, Ecommerce Operations

Apr 2020 - present

- Managed multiple accounts | Select teachers
- Warehouse inventory management | Shopify, Google spreadsheet, MS Excel
- Back-end order creation | Shopify
- Handled payment-related operations | Razorpay, PayU, Cashfree
- Operated multiple courier dashboards | Delhivery, Express bees, Ecom express, Blowhorn
- Customer grievance handling | E-mail, Exotel, kapture, Toll-free number

Operations Executive, YLTP Business Operations

Oct 2019 - March 2020

- Distributor sales, marketing support, monthly sales reporting | South and East Zone
- Pan India orders processing | Shopify

Operations Executive, Consultation Sales

Jul 2019 - Oct 2019

- End to end Pan India Business operations | Special Programs
- Back-end support, auditing & reporting | Nadi Pariksha - Karnataka, Kerela, Goa

Marketing Associate, Consultation Sales

Sep 2018 - Jul 2019

- Marketing, & creative designing | Special programs
- Reporting, auditing & remunerations | Special programs

FREELANCE EXPERIENCE

"HITESHDHAM.COM"

Owner, Nov 2016 - Present

- Website planning & designing | Wix
- Blog Content Preparation | Pictorial and textual
- Posts creative designing | Canva & design bold

"SRINOVATION" - THE ENTREPRENEURSHIP CELL

Digital Media Marketer, Nov 2016 - May 2018

- Managing Online presence
- Planner and posts scheduling
- Social Media Posts Creative Designing | Canva

"HERBALIFE"

Freelancing Fitness Trainer, Jan 2014 - Jul 2015

- Product Marketing and placement | Delhi NCR
- Downline creation and management
- Product prescriptions and providing fitness tips and tricks

INTERNSHIPS

"COHO.IN"

Marketing Intern, Jul 2018 - Jun 2018

- Cold calling and Marketing activities | South Delhi Zone
- Operated Lead management system and managed multiple clients

"STORY EXPERIENCES"

Digital Marketing Intern, May 2017 - Jul 2017

- Developed Advertisement Campaigns and social media posts
- Competitor study and analysis of their marketing strategies
- Market Research | Ongoing trends, creative hashtags & industry practices

"ELEGANCE EVENT"

Customer Service Executive, Jun 2015 - Aug 2015

- Studied customer satisfaction level towards the provided services | Pune Zone
- Suggested improvements which further increased customer satisfaction level

EDUCATION & TRAINING

"SRI SRI UNIVERSITY"

MBA (Marketing & HR), | Jul 2016 - May 2018

"MAHARAJA AGARSEN INSTITUTE OF MANAGEMENT STUDIES"

BBA (Banking & Insurance) | May 2013 - Jun 2016

"GOOGLE ACADEMY"

- Google Ads Certification
- Google Analytics

"UDEMY"

- Digital Marketing Masterclass
- Content, Copywriting, and Marketing

"DELHI INSTUTE OF COMPUTER SCIENCE"

- Adobe Photoshop
- Coral Draw

SKILLS SET

- Content Writing	<div style="width: 60%;"></div>	60%
- Exotel	<div style="width: 60%;"></div>	60%
- Lead Management System	<div style="width: 80%;"></div>	80%
- Web Designing	<div style="width: 40%;"></div>	40%
- Graphic Designing	<div style="width: 50%;"></div>	50%
- MS Excel	<div style="width: 60%;"></div>	60%
- Kapture CRM	<div style="width: 90%;"></div>	90%
- Shopify	<div style="width: 80%;"></div>	80%
- Cold Calling	<div style="width: 80%;"></div>	80%

HOBBIES

- Social work
- Practising martial arts
- Listening to music
- Meditation
- Poetry
- Singing