**EU Kim**
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**Professional Summary**

Detail-oriented and analytical E-Commerce Operations Specialist with over 3 years of hands-on experience managing B2C e-commerce platforms and order management systems. Adept at overseeing order fulfillment, inventory management, and KPI monitoring using advanced MS Office, SAP, and OMS tools. Known for strong problem-solving skills, data-driven decision making, and the ability to collaborate effectively across IT, marketing, and distribution teams. Fluent in both English and Korean.

**Professional Experience**

**E-Commerce Operations Specialist**
XYZ Global Cosmetics, Seoul, South Korea
*January 2021 – Present*

* **Order Management & Process Optimization:**
	+ Managed daily e-commerce order processing across multiple online platforms using an Order Management System (OMS), ensuring accurate fulfillment and timely delivery.
	+ Oversaw real-time tracking of orders, claims, cancellations, and inventory levels, maintaining an up-to-date KPI dashboard.
	+ Collaborated with IT teams to enhance OMS functionalities and resolve system issues, reducing order processing delays by 15%.
* **Inventory & Supply Chain Management:**
	+ Monitored inventory levels and coordinated with distribution centers to synchronize stock across channels.
	+ Utilized data analysis to forecast inventory shortages and develop proactive replenishment strategies.
* **Quality Assurance & UAT Coordination:**
	+ Planned and executed User Acceptance Testing (UAT) for new e-commerce features and system enhancements.
	+ Conducted rigorous online site QA and prepared Business Requirement Documents (BRD) to support system improvements.
* **Cross-Functional Collaboration:**
	+ Communicated effectively with headquarters, Customer Service, and Zone IT teams to ensure smooth digital journey operations and rapid issue resolution.
	+ Presented actionable insights from data analysis to drive continuous operational improvements.

**Junior E-Commerce Operations Analyst**
Digital Commerce Solutions, Seoul, South Korea
*June 2019 – December 2020*

* Assisted in managing day-to-day e-commerce operations and updating master data for promotions and events in the OMS.
* Supported the development and automation of KPI dashboards using advanced Excel and SQL queries.
* Participated in system testing and enhancement meetings, contributing to the overall improvement of the online ordering process.

**Education**

**Bachelor of Science in Data Analytics**
Yonsei University, Seoul, South Korea
*Graduated: February 2019*

**Certifications**

* Google Analytics Certified
* SAP Certified Application Associate (or relevant SAP certification)
* Data Analytics Certification (e.g., through a recognized platform such as Coursera or edX)

**Skills**

* **E-Commerce Operations:** Order Management Systems (OMS), SAP, Inventory Management, KPI Dashboard Management
* **Technical Proficiency:** Advanced MS Office (Excel, PowerPoint), SQL, Python (basic proficiency)
* **Analytical Abilities:** Data Analysis, Process Optimization, Forecasting, UAT Planning
* **Communication:** Fluent in Korean and English; skilled in cross-functional collaboration and technical reporting
* **Problem-Solving:** Detail-oriented with a proven ability to diagnose issues rapidly and implement effective solutions

**Additional Information**

* Proactive learner with a keen interest in emerging e-commerce trends and supply chain innovations.
* Successfully managed high-volume order processing during peak sales events (e.g., Black Friday), ensuring minimal downtime and error resolution.