



### About the Company-

Unicommerce is one of the largest eCommerce technology solution providers in India, and is currently used to manage almost 20% of overall Indian eCommerce transactions (More than 200 Mn transactions amounting to \$US 2 Bn GMV).

Unicommerce supports 10,000+ global retail brands to manage end to end warehouse operations and can be seamlessly integrated with any of the leading ERPs (SAP, Oracle, Navision etc.).

### Product Portfolio:

1. Advanced **Warehouse management system** (handheld, FIFO picking, cycle count etc. supported)
2. **Multichannel online order and inventory management**, which can be easily integrated with any of the leading ERPs
3. **Omni channel** solution to manage store delivery of online orders
4. **Vendor panels** for stock management across suppliers

### Why Unicommerce?

Be part of a profitable startup on its way to becoming the first ecommerce focused SAAS unicorn of the country.

Develop systems & services to deal with high volume ecommerce workloads. We process close to 20% of Indian ecommerce volume -- around 400K order items per day, amounting to \$US 1.5+ Bn GMV, which is more than what most of the big marketplaces in India see.

Work on tough distributed system problems (large scale multi-tenancy, distributed co-ordination, scaling, engineering for high availability under varied workload patterns) in a large scale environment (100 MM hits/day, large clusters comprising 100s of AWS nodes)

Contribute to the evolution of our product portfolio atop our high performing SAAS platform. We help sellers & enterprises around the world automate their ecommerce operations via a suite of products: multi-channel order and inventory management, warehouse & vendor management, omni-channel etc..

Work in a tight-knit high performance team, alongside strong problem solvers graduated from IITs/NITs and other Tier 1 colleges with work experience from companies like Amazon, Microsoft, PayTM, Snapdeal, Makemytrip, Yatra etc. We have a flat hierarchy. Everyone codes, everyone ships. Take end to end ownership of services and components.



## **Job Description**

- This role will enable you to understand our business, an in-depth understanding of our product and equip you to become a part of company's core functions and of the SaaS Industry.
- Manage technical queries of internal stakeholders and be responsible for managing daily internal ticket count and coordination with Tech team
- Learn Basic Technical Debugging through tools, understand how APIs work, teach internal operations teams to better resolve issues (internal CRMs, Postman, JIRA, Confluence)
- Work with product and Tech team to create and resolve
- KRAs include managing ticket count, solving of operations teams queries, get exposure to clients and manage trainings
- Develop customer first approach to understand customer pain points
- Demonstrate outstanding interpersonal and communications skills

## Skills and Requirements

- 3-5 years with a B.Tech/B.E/MCA or equivalent
- Technical Account management or Technical Support experience in Software product is Mandatory
- Knowledge of any Warehouse or Order Management software is a big plus
- Knowing basics of APIs and Postman is a big plus
- The candidate should demonstrate strong problem solving skills and the ability to deal with ambiguity
- The candidate should have strong communication skills, be able to collaborate and build strong relationships with customers and internal stakeholders

**Experience** : 5-8 years

**Location** : Gurgaon