

OLIVER ELLIOTT

ECOMMERCE, MARKETPLACE & COLLECTIBLES OPERATIONS PROFESSIONAL

Guildford, United Kingdom
UK & Spanish Passport Holder
English | German | Spanish
Open to Relocation

olivercaelliott@gmail.com
+44 7305070770
[linkedin.com/in/oliver-elliott-
b78512184](https://www.linkedin.com/in/oliver-elliott-b78512184)

PROFILE

Marketplace and operations professional with experience across ecommerce, collectibles, systems support, and business operations. Currently working at the LEGO® Group while operating Ninetales Games, a multi-channel collectibles business selling through eBay, Shopify, and Amazon.

Combines hands-on marketplace experience with operational expertise gained through specialist roles supporting system migrations, stakeholder coordination, and customer operations. Fluent in English, German, and Spanish with a strong passion for trading cards, toys, and enthusiast communities.

CORE SKILLS

- Marketplace operations
- Ecommerce and online retail
- Collectibles industry knowledge
- Inventory management
- Stakeholder communication
- Business operations
- SAP and Salesforce
- Customer experience
- Shopify, eBay, and Amazon
- Multilingual communication
- Systems and software support

PROFESSIONAL EXPERIENCE

THE LEGO GROUP

Customer Service Advisor

July 2023 – October 2024; March 2025 – June 2025

Selected for specialist operational roles including:

- Operations Support Administrator (Secondment)
- Switch Task Force – Systems Transition Support

Operations Support Administrator (Secondment)

October 2024 – March 2025

- Selected from the advisor population to join LEGO's Operations Support team
- Managed specialist refunds, credits, and operational requests using SAP and legacy systems
- Investigated warehouse picking discrepancies, delivery failures, and order exceptions
- Liaised with logistics providers, warehouse partners, and finance teams

Switch Task Force – Systems Transition Support

June 2025 – Present

- Member of a specialist 20-person team supporting a major customer service platform transition

- Conducted user acceptance testing (UAT) for new functionality before deployment to 500+ advisors
- Resolved complex cases requiring legacy system access unavailable to the wider advisor population
- Provided feedback directly to developers and project stakeholders

NINETALES GAMES

Founder & Marketplace Operator
October 2022 – Present

- Built and operate a multi-channel collectibles business across eBay, Shopify, and Amazon
- Manage sourcing, inventory, pricing, fulfilment, and customer communications
- Sold over 1,000 items across multiple marketplaces while maintaining excellent customer feedback
- Monitored pricing trends, release schedules, and product demand to support purchasing decisions

NINETALES OS

Founder & Product Developer
May 2026 – Present

- Building a custom operating platform that automates inventory management, pricing, and marketplace synchronisation across sales channels

TOYMASTER (HOWLEYS TOYS)

Sales Assistant
August 2022 – June 2023

- Advised customers on toys and collectibles while supporting merchandising, stock management, and ecommerce fulfilment

FUNTAINMENT GMBH

Warehouse Operative
March 2022 – August 2022

- Supported wholesale trading card fulfilment, inventory management, and warehouse operations

EDUCATION

European Baccalaureate
European School Munich, Germany
2018

Art & Design Foundation Year
Staffordshire University, United Kingdom
2018 – 2019

TECHNOLOGY

SAP | Salesforce | Shopify | eBay Seller Hub |
Amazon Seller Central | Microsoft Excel |
Microsoft PowerPoint

LANGUAGES

English – Native | German – Fluent |
Spanish – Fluent | French – Intermediate |
Korean – Basic

ADDITIONAL INFORMATION

Trading Card & Collectibles Enthusiast