



Tanya Sharma

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- Paramount Group of Companies** May-2015 - Nov-2018
Team leader(CRM)
Handling costomer queries.
Updating clients about their registry status.
Coordinating with back office staff to update records and financial trasactions of client.
Maintaining the records of units to be ready on Site.
Attend the walk in customers and present the details of the project.
- Supertech Limited** Dec-2018 - Feb-2021
Deputy Manager(CRM)
Customer Database Management.
Resolving customer queries vie Email,calls, letter and walking.
Following up on work with other teams.
Ensure that customers receive the quickest service possible.
Maintaning customer care call auditing reports.
- Wealth clinic** Sep-2021 - Sep-2023
Assistant Manager (CRM)
Maintain effective work related communication with developers.
Coordinate collection department with developer teams.
Locating and notifying the customers by phone or email for their due payments.
Update accounts status and database regularly and reaserch regarding unsettled account balance.
Keep tracking outstanding debts.
- Sarvottam group** Nov-2023 - Till date
Deputy manager (Sales and Marketing)
Briefing project to customers.
Site visits
Setteling legal cases.
Customer Database Management.
Handling customer queries over call,email and walkin.

Education

- High School 2005
- 12th 2007
- B. Com 2010
- M. Com 2013

Interests

- Music
- Traveling

Languages

- English Hindi