

# EMIMAL P

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No. 568, 8th cross, Ramamurthy nagar, Bangalore  
Date of Birth : 16/09/1996

## EXPERIENCE

Account Manager 01/2025 - 05/2025  
Magicbricks Bangalore

- Real estate online platform
- Built and maintained long-term client relationships, ensuring satisfaction and retention.
  - Acted as a key point of contact for issue resolution, bridging gaps between clients and internal teams.
  - Identified cross-selling and upselling opportunities to enhance revenue.
  - Contributed to the achievement of quarterly targets by increasing account renewals.

Senior Sales Executive 05/2024 - 12/2025  
Quikr Bangalore

- Online classified advertisement platform
- Utilized C-Zentrix CRM to manage client interactions, track communication history, and streamline the sales pipeline.
  - Building relationships with existing clients and seeking out new ones
  - Providing excellent customer service and personalized follow-ups to encourage repeat business
  - Negotiating deals with clients to reach mutually beneficial agreements and close deals
  - Identifying business opportunities and creating strategies
  - Preparing and analyzing sales reports and data, and conducting market research
  - Meeting with clients, demonstrating products, and resolving customer concerns

Senior Executive 01/2022 - 03/2024  
No Broker Bangalore

- Real estate online platform
- Leveraged Univw-NB CRM for lead management, data tracking, and customer follow-ups.
  - Automated recurring tasks using CRM tools to save time and boost efficiency.
  - Produced insights from customer data to improve service quality and drive decision-making.
  - Mentored junior staff and shared best practices in client handling.
  - Collaborated with cross-functional teams to align lead generation strategies with business goals.
  - Maintained high lead conversion rates through consistent follow-ups and personalized communication.
  - Analyzed lead behavior and campaign performance to refine outreach strategies and boost ROI.

Shift Manager 05/2014 - 08/2018  
McDonald's Bangalore

- Global fast-food restaurant chain
- Managed day-to-day store operations, staff scheduling, and inventory controls.
  - Monitored team KPIs and implemented training to improve performance.
  - Led customer service initiatives, resulting in improved satisfaction scores.
  - Maintained hygiene and quality standards across all shift operations.
  - Supporting, coaching, and empowering crew to bring their best
  - Handling customer complaints and inquiries in a professional manner
  - Ensuring all standards are met and solving operational problems

## EDUCATION

2nd PUC 01/2014 - 12/2014  
Bangalore city college Bangalore


Diploma in I.T.E.S Management 01/2017 - 12/2017  
St Joseph College Bangalore


10th 01/2012 - 12/2012  
Radiant High School Bangalore


## SUMMARY


Dynamic and result-oriented professional with over 5 years of experience across customer service, sales, and team management roles. Recognized for building strong client relationships, streamlining operations, and contributing to business growth. Adept at working under pressure, leading teams, and delivering solutions that enhance customer satisfaction. Skilled in CRM tools, sales automation, and market analysis. Committed to continuous learning and excellence in all professional endeavors.

## KEY ACHIEVEMENTS

 **Top Performer – Magicbricks**  
Appreciated for "Top Performer of the Quarter" for consistently exceeding client satisfaction targets and contributing to account growth through effective relationship management.

 **Sales Excellence – Quikr**  
Recognized by Quikr Sales Leadership for consistently achieving monthly sales goals and contributing to team revenue growth.

 **Customer Champion – NoBroker**  
Appreciated by senior management for exceptional client handling and effective use of Salesforce CRM to improve response time and customer experience.

 **Team Player Award – McDonald's**  
Received Best Team Player award for leading shift teams efficiently, solving operational issues swiftly, and maintaining high service quality during peak hours.

## SKILLS & TOOLS

Univw-NB CRM · C-zentrix CRM ·  
Microsoft Office · Microsoft Power Point ·  
Lead Generation · Active listening ·  
Problem Solving · Tone Management ·  
Decision Making · Adaptability ·  
Teamwork · MS Excel