

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	
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">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 onesProviding excellent customer service and personalized follow-ups to encourage repeat businessNegotiating deals with clients to reach mutually beneficial agreements and close dealsIdentifying business opportunities and creating strategiesPreparing and analyzing sales reports and data, and conducting market researchMeeting with clients, demonstrating products, and resolving customer concerns	
Senior Executive	01/2022 - 03/2024
No Broker	Bangalore
Real estate online platform	
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">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 bestHandling customer complaints and inquiries in a professional mannerEnsuring 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