



MANASI CHHAPIA

CONTACT DETAILS



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CORE COMPETENCIES

Customer Relationship Management



Operations Management



Escalations Handling



Account Management



Business Development / Sales



Staff Management



Team Player



EDUCATION

PG Diploma in Finance (MBA)
NMIMS

M.Com.
Gujarat University

B.Com.
SMPIC – GLS University

PERSONAL DETAILS

Date of Birth: 12th July, 1994

Languages Known: English, Hindi, and Gujarati

Address: 24, Prakash Society, Drive in Road, Opp. DHS Hospital – Sunrise Park, Ahmedabad – 380052

PROFILE SUMMARY

- Offering **7+ years** of experience in Customer Relationship Management, MIS & Reporting, Escalations Handling, and Sales across Real-estate industry
- Expertise in handling entire **Customer Relationship Operations** while meeting business needs in a fast-paced, dynamic, and expanding environment
- Strength lies in **building and maintaining profitable relationships** with key customers
- **Skilled in escalations management** - maintaining the highest standards of client service, giving preference to client satisfaction, and promptly resolving client problems & concerns
- Recognized & appreciated for **ensuring the stability of income** from existing set of privileged clients and explored avenues for new income generation from existing as well as new clients (HNI)
- **A multi-tasker** with excellent problem-solving & analytical skills with capability in working under high-pressure environments within strict deadlines

ORGANISATIONAL

Apr' 2016 – Present

Arvind SmartSpaces Ltd., Ahmedabad as Assistant Manager – CRM

Key Result Areas:

- Building & maintaining relationships with the entire customer base assigned including HNI clients for prestigious projects
- Ensure constant engagement with customers during the life cycle and moments of planned spontaneity
- Planning & executing wow moments at important stages in the customer lifecycle like welcome, agreement, and handover of possession
- Independently handling the entire process of transfer of Plots, Flats to the customers with allied activities like NOC, Registry etc.
- Playing a key role in driving entire collection process – follow ups, demand calls, pre-due date calls, reminder calls/e-mails, and final closure
- Supporting the senior management with insight on customer expectations and issues vis-à-vis product and customer service delivery
- Achieved many tasks which were not part of the defined job profile & part of the KRAs assigned. For Ex. Setting up of a café & then a restaurant at one of the townships of Arvind in Ahmedabad, setting up a Loyalty program across projects for the firm.
- Managing day-to-day activities including:
 - Reconciliation of customer accounts, demand letters, & collections with the customers, and grievance management
 - Daily, weekly, & monthly collection reports, preparation of MIS and presentation to the management
 - Interaction with other departments for resolving customer related matters
- Handling customer escalation and ensuring satisfactory closures at the first level
- Anticipating, comprehending & highlighting the future challenges due to on going process/inter departmental functions – providing solutions for the same

Highlights:

- Recognised & appreciated for achieving targets consistently across career; consistently achieved collection targets
- Team player, a good listener, collaborative & problem solver
- Always determined and focused to achieve the goal regardless of the obstacles.
- Always a positive and learning approach for things