**SATYAM SHARMA**

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| ***Personal Statement***  *Results – oriented sales personnel with the proven track record of success in exceeding sales goal and customer service. Desire to pursue a leadership position with the growing company. Experienced sales professional highly effective at meeting and exceeding sales quotas on consistent basis. Stay up to date on latest market trends and product changes. Seeking to build upon years’ experience in challenging new position.*  ***Professional Summary***   * Rich experience of many years in the field of Sales, Customer Service and hospitality. * Trained in various aspects in Sales. * Always achieved the given target month by month. * Catered to international guests and have worked along top managers and learnt a lot from them. |

***Skills***

* Ability to convince customers to buy properties.
* Always up to date with latest trends in the real estate sector
* Developed in excellent rapport with customers to expand opportunities for growth.
* Strong organizational and communications skills.
* Excellent conflict resolution abilities.

***Work Experience***

***GM Infinite Dwelling (India) Pvt. Ltd. Oct 2022 – Till date***

***Manager***

* Responsible for Managing walk-in customers at the site.
* Reaching the targets and goals set by the Management.
* Report on Sales Activities to reporting authority.
* Connecting with Channel Partner to generate more prospect leads.
* Developing sales strategies and setting targets.
* Follow up with the client for closure who has visited the site.

***Sobha Limited (Sobha Developers), Bangalore Mar 2020 – May 2022***

***Senior Sales Executive Level 2***

* Cold - Called prospective customers to build relationship.
* Coordinate appointments with prospective buyers to showcase house and plots.
* Follow up with prospects throughout the sales process.
* Maintained High referral rates and exceptional feedback from previous client.
* Maintained a good relationship with all the channel partner and to provide time update on their leads.
* Understanding the requirement and explain to the clients about the project.
* Verified that the legal formalities were completed prior to closing dates.
* Maintained productive relationships with existing customers through exceptional follow up after sales.

***SJR Prime Corporation Pvt. Ltd, Bangalore Sep 2016 till Nov 2019***

***Asst. Manager - Club House, CRM & Sales Experience Project: Water Mark Homes***

**CRM**

* Post booking procedure i.e., sending welcome email, allotment letters to the client.
* Collection follow up on daily basis. Raising the demand letters to the clients as per the concern milestone completion.
* Preparation of sale agreement, handing over of the same post for the stamping.
* Preparing the receipt, bank documents, i.e., cost break up, NOC, TPA the respective banks and

other relevant documentation.

* ERP updation.
* Interact and co-ordinate with respective banks for banking formalities, payments and issue closures.
* Continuous follow up and assist the client to get clear and smooth transaction on the bank payments.
* Preparing cash flow and updating the management on daily and weekly basis through regular reports.
* Maintaining MIS for concerned project including TDS details.
* Monthly updates to the customers on the construction status.
* Handling the registration formalities.

***Club House***

* Handled arrangements for all club activities including special member events.
* Hired contractors and maintenance staff and inspected completed work.
* Prepared quarterly operations budgets
* Hired additional temporary staff for big event/ functions.
* Scheduled daily staff activities.
* Make sure to collect all the subscription fees on time from the customers.
* AMC for required products are taken on time.
* Maintain the PH level of swimming pool all the time with proper safety precaution.

***Magus Customer Dailogue, Bangalore Nov 2015 - June 2016***

***Customer Experience Analyst*** ***Project: Pantaloons***

* Commitment to delivering a high levels of customer service
* Maintains intimate knowledge of departmental standards and procedures
* Dealing High profile customers.
* Store visit on weekend to ensure all the staff works and customer gives a proper feedback on tab
* Handling complain and resolving their issues.

***North East Marketing, Darjeeling March 2013- September 2015***

***Guest Relation Executive***

* Handles the responsibilities of managing guest relation activities of the organization
* Responsible for the marketing and advertising on new and existing products
* Deal with customer feedback, enquiries, complaints and refunds
* Devising and implementing the organisation’s sales strategies
* Responsible for taking control of a stagnant relationship and drive future growth and higher product partnership.

**Academia:**

* MBA from Periyar University.
* B.Com from Periyar University.

***Professional Qualification:***

* Dual Diploma in Hospitality and Travel Tourism from Jettwings Management Institute, West Bengal.
* Post-graduation Diploma in Computer Application from Sterlite Foundation, West Bengal

***Personal Details***

* **Languages known:** English, Hindi, Bengali, Nepali.
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