

Amit Ahuja



Address: 33-A DDA Flats, Vikrant Enclave, Mayapuri, New Delhi 110064

Phone: +91 9899490107

Email: dreamsmith79@gmail.com

Skype: dreamsmith79

LinkedIn: [linkedin.com/in/amit-ahuja-5819b725](https://www.linkedin.com/in/amit-ahuja-5819b725)

PROFILE

- Dynamic, High Energy approx. 10 years' experienced result oriented professional with proven abilities in business development, customer service, training and operations for international services
- Professional with natural flair for building relations, customer service, achieving optimum level of customer satisfaction, experienced in team management and improvement in efficiency of operations
- Well-seasoned professional in handling customer escalations smoothly by providing best possible solutions to the customers. Rich experience in customer feedback accumulation
- Proactive approach rather than react to problems - can easily foresee & fix problematic areas in any process
- Readily implement company's policies, standards and systems to optimize productivity and bottom-line

EXPERIENCE

Jan.2016- Present

Freelancer

Working on projects as a freelancer:

<http://www.upwork.com/o/profiles/users/~019fcc77f5ecc71668/>

Karma Property Solutions: Project Manager (Houston, TX U.S)

- Real Estate Acquisitions & Sales
- Maintained and managed multiple investment properties
- Research useful information in the real estate market and provide support structure
- Analyzed and assessed the damage of several properties in Houston, TX and surrounding areas i.e.
 - Harris County
 - Fort Bend County
 - Brazoria County
 - Galveston County
 - Montgomery County
- Arranged meetings with money lenders, potential investors and first time home buyers
- Preserved a close relationship with clientele, investors, and business partners to ensure business growth
- Researched properties and market conditions to determine which are favorable for rehabilitation, Wholesale, Owner Financing, Re-Sale or Rent
- Marketing the property in an efficient way, and making sure it is accessible to all the investors and real estate agents

- Negotiated directly with Realtors, Selling Agents and Private Owners (FSBOs) on multiple creative financing deals
- Conduct financial analysis on all properties acquired: cash flow analysis, expenses analysis, cap rate, future equity appreciation etc.
- Finding Investors, Provide info. regarding investment by showcasing R.O.I and getting them onboard
- Provide mortgage facility to the customers with Good Credit, Bad Credit, No Credit

Galaxy Gate: Administration and Client Contact (CANADA)

- AD Posting
- Sending Emails and Follow-up
- Research useful information in the real estate market and provide support structure
- Contact prospects online
- Getting in touch with builders to get update for their upcoming residential projects
- Finding Pre-Construction properties for the clients as per their desired location
- Keeping track of daily activity
- Contacting Clients over the phone and providing them information regarding the property
- Getting in touch with the Sellers to schedule an appointment regarding Listing their Property

Dec. 2010- Dec.2015

Qualixa Solutions Pvt. Ltd.

worked as a freelancer

- Strongly believe in a motivational and information-sharing approach in leading teams and involving partners to generate a seamless revenue flow from solution selling
- Responsible for new business development involving prospect development, understanding business and technology scenario and needs, identifying opportunities, solution offerings and business case to the client & involvement in preparation of proposals
- Responsible for relationship building, account management and mining of new clients
- Building business and client relations in international business
- Ability to identify and win strategically important new business contacts / projects
- Manage the sales with the sole focus of maximizing revenues in timely, reliable, and consistent basis
- Responsible for finding, signing, implementing and optimizing large advertising partners for the affiliate program
- Close interaction with the Operations teams & other support functions to ensure delivery of technical proposals/ solutions as per agreed timelines
- Built an effective major sales team which targeted enterprise accounts, in a fast paced business environment to sell software solutions
- Evolve market segmentation & penetration strategies to achieve Business targets
- Assisted in hiring, training and development of incoming staff, including part-time, full-time and leadership
- Tasked with developing business strategy, priority setting, team development, key account identification and cultivation, and revenue generation

Jul 2010- Nov. 2010
Process Developer

Genpact

- Effectively handling Technical Inbound calls from U.S customers regarding their computer problems
- Handled queries/ problems smoothly and provided best possible solutions to the customer

Dec. 2009- Jul. 2010

Quattro BPO

CSR

- Handling Inbound calls from U.S customers regarding their Cyber Defender (anti-virus software) and providing them solutions for their computer
- Handled queries/ problems smoothly and provided best possible solutions to the customer

Jan. 2005- Aug. 2008

Wipro BPO

Subject Matter Expert

- **Call Escalation:** Handled call escalations smoothly and provided best possible solutions to the customer through proper data research activities
- **Training:** Managed and trained new batches when they complete their process training. And providing training to the agents on the floor as and when required
- **Process:** Efficiently handled U.K Inbound Semi Technical process for one of the biggest Internet Service Providers of World - AOL.
- Handled queries/ problems smoothly and provided best possible solutions to members with AOL Broadband Connections in the UK.

EDUCATION

- Sr. Sec. from C.B.S.E
- Hr. Sec. from Allahabad University
- Done web designing from Xansa-Websity

PERSONAL DETAILS

Father Name : Late Mr. K.K AHUJA

D.O.B : 12/ April/1979

Marital Status : Married

Language Proficiency : English & Hindi

Hobby : Playing Cricket & Listening to music

Date:

Amit Ahuja