**Kanchan Makhija** 543-B Gopi colony,

Faridabad

**Contact**:-8860219371

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**ASPIRING MID- MANAGEMENT PROFESSIONAL**

A confident, creative and qualified management professional with 4 + years of experience & seeking a position where I can explore my skills and abilities while being resourceful, innovative and flexible

**PROFILE AND STRENGTHS**

* Customer Service & Operations
* Maintained CRM systems for all the users such as customer service & Sales Team.
* MIS & Data Analytics
* Specialized in solving all technical and non technical queries of the CRM user.
* Remarkable Experience with Administration of Customer Relationship Enterprise (CRM) application.
* Knowledge of Microsoft Word, Microsoft Excel & preparing Presentations.

**PROFESSIONAL EXPERIENCE**

**TOTAL- 4Years 6Months**

**Work experience of 11 months in Deutsche Bank as a Sales Manager**.

* Responsible for assigned sales targets (monthly, quarterly and annually).
* Dealing with HNI Customers.
* Goals set for centres month on month, maintaining relationship with target customers, customer service, ensuring high rate of return on investment, sales support and sales.
* Selling insurance policies to the customers and giving them after sale services.
* Providing banking solutions to the rising needs of the customers.
* Maintaining Customer Relations and Regular Follow up.

**Work experience of 1 Year 5months in Helios Developers as CRE.**

* Maintained CRM systems for all the users such as customer service & Sales Team.
* Building and maintaining healthy business relations with high net worth and corporate clients.
* Selling and cross selling of products from branch with existing base of customers.
* Handling queries of walk in clients, handling existing brokers network acquire new broker base, project planning and promotion
* Developing and maintaining relationships with clients and developers.
* Advise Clients on property transaction.

**Work experience of 2 Years 11months in Wave Infratech in CRM.**

* Working on Microsoft Dynamic CRM software.
* Handling new customers ,showing them sample apartments.
* Handling exisiting customers, solving there queries related to receipt,agreement etc
* Working on Transfer Cases.
* Preparing Sales Booking Reports.
* Proper coordination with team members and various departments.

## Technical Skills:

* **Well versed with Windows**
* **Proficiency of MS-Office, MS PowerPoint**
* **Microsoft Outlook & Internet Applications**

## Educational Qualification:

**MBA Specialisation in FINANCE & MARKETING**

IIPM College,Chattarpur New Delhi

Scored 70%

**Bachelor of BBA**

Manav Rachna College,Faridabad

Scored 72%

**Class XII**

Dynasty International School, Faridabad

Scored 78%

**Class X**

Dynasty International School, Faridabad

Scored 58%

**Extra Curricular Accolades**

* Marketing activity of different types of markets and defining its 4P’s & STP based on market study.
* Branding Project on creating a new product
* Project on New Economic Planning.



**Date of Birth:** 27/11/1989

**Languages Known:** English, Hindi

**Gender:** Female

**Permanent Address**: 543-B, Gopi Colony, Faridabad-121002