

Sampatinath Tiwari

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SYNOPSIS

- ☐ CRM Manager over 7 years of experience in Real Estate CRM, Relationship Management,
- ☐ CRM Manager High End Infratech Pvt. Limited.
- ☐ Proactive with expertise in Customer Queries Solution, Post-sales efforts, Documentation and Data Management, Banking.
- ☐ Detail oriented and efficient with strong organizational and interpersonal skills.
- ☐ Accurate, efficient & methodical in handling assigned tasks. Possess excellent numerical, problem-solving & analytical abilities.
- ☐ Achiever of Best Performance Award in High End Infra Tech Pvt. Limited.

PROFESSIONAL SKILLS

Strategic Planning:-

- Directly responsible for Principal interaction with customer after post sales.
- Formulating business strategies and deployment of available resource to achieve organizational business objectives.
- Establishing corporate goals, short term and long-term budgets and developing business plans for the achievement of targeted revenue.

Key Account Management / Customer Relationship Management / Recovery

- Developing relationships with key sales executive / manager for price / recovery management.
- Post sales interaction with client for timely completion of :
 - ✓ Timely Documentation (**Allotment, Builder Buyer Agreement, TPA, PTM** etc.)
 - ✓ Making all **Welcome Letter, Receipt, Demand, Allotment Letter, Agreement, PTM, TPA & All Legal Paper for loan & Preparing MIS** also.
 - ✓ Timely demand for speedy recovery for organization
 - ✓ Cordial relation between customer and financial institution for seamless and timely recovery of budgeted amount.
- Provide technical service support to clients and resolving their issues/ concerns.
- Maximizing customer satisfaction level by on time delivery and monitoring customer complaints.
- Handling customer grievances and resolving issues.

Bank / Governmental organization.

- Maintain healthy and good relation with Bank / NBFC.
- Identifying and developing new streams for revenue growth and maintaining relationships with key customers / Bank / NBFC for APF.
- Analyzing & reviewing requirements and communicating the same to the Management / Governmental organization / Bank for smooth running of the business.
- Maintaining effective relation with the development authority for timeless execution of the Registry / sublease deed.

ORGANISATIONAL DETAILS

High End Infratech Pvt. Limited

Project:- Windsor Paradise-2

Rajnagar Extention

Ghaziabad

CRM Manager (1st June 2018 to till date)

- Post sales activities and back end operations of all residential projects, including New booking logins, letter of allotment, and execution of agreement, Tripartite Agreements (TPT) for arranging Loans for Clients, refunds / cancellations, collection, final demand notices and offer of possession.
- Working on **4 QT Software (ERP)**.
- All Cheque Entry & Reconcile in software. Look after **GST & TDS in 4QT software**.
- Coordination with the Loan department and the Branch Manager for achieving the target of disbursements for the month.
- Responsible for Project approvals from Banks, tie up with concerned bank, concerned authority, lawyer and creation of Master File.
- Customer query / complaints and suggestions.
- Ties up with bank for timely recovery of payments / demands.
- Ties up with government department / lawyer / management / financial institution for APF / construction finance.
- Tracking of customer payments against consideration from start to end and assuring all the necessary documents and communication is through.
- Ensuring timely recovery of dues & interests and other charges by sending demand letters, reminders, call notices cancellation notices etc.
- Coordinating with legal, technical, sales & marketing, Finance & Account department for necessary interrelationship.
- Transfer of property with cordial relation between the parties / bank / management.
- Responsible for generating MIS for weekly / monthly collection of payments and report it to the Management with crucial information analysis.

Mascot Soho Group

Project:- Manorath & Misty Heights (Noida Extension)

Asst. CRM Manager- (1 April 2016 to May 2018)

- **Includes above all.**
- Handling all Inventory **Vacant, Hold, and Sold** Manage for project.
- Interaction with clients for payment and legal paperwork for loan.
- Feeding all application form of booking in software & excel.
- Regularly updates the facts and false to the customer and assisting him for an easy ways of loan disbursements.
- Preparing the **MIS** reports i.e., **outstanding, sale summary, daily, monthly collection for seniors**.
- Follow-ups with existing or prospective clients and identify new sales opportunities.
- Solicit feedback from customers on the levels of service. Conceptualize plans to rollout brand.
- Sublease deed / Registration execution in smooth way between client / company / development authority.

**“Vodafone”
Collection Department
(January 2015 to March 2016)**

- Work with **“Vodafone”** Kirti Nagar, New Delhi as a Customer Care Executive (**Collection department**) since January’2015 to March’2016.

My Job Profiles with my employer due is marked below

- Tele verification on Company
- Database. Convince to customer for New Plan.
- Preparing the reports i.e. outstanding, sale summary, daily, monthly collection MIS.
- Coordinate with Department Head.

**M/s. Alankit Assignment Pvt. Limited
(February 2014 to December 2014)**

Worked with **M/s. Alankit Assignments Ltd.** (Head Office in Delhi) “PAN” Processing Dept. (Managed by National Securities and Depository Ltd.) from February’ 2014 to December 2014.
More than **10 Months of total experience of work**

My Job Profiles with my employer due is marked below

- Prime job is to receive PAN Data coming from various branches of all over India through emails.
- Matching the application number of digitize data to the Physical application form and making their batch (lot/bunch) files.
- Generation and Validation of PAN Applications.

JOB OBJECTIVE

Seeking a challenging & growth-oriented career with a progressive organization that could utilize my skills to greater extent.

KEY SKILLS

Believe in getting work done in right time.

EDUCATIONAL QUALIFICATION

: Graduate (B,Com) from Delhi
: University 10+2 from CBSE Delhi-2010.
: 10th from CBSE Delhi in 2008.

COMPUTER KNOWLEDGE

Computer Skills: -

- Basic from Lal Bahadur “**Shastri Computer Institute**”, Pitam Pura New Delhi-110034.
- Delhi Typing speed (English) 48 W.P.M.
- **Software and Languages:-** Ms.- Office (Word, Excel, Power Point, Paint) & **having Goods of Internet.**

STRENGTHS

I am enthusiastic, optimistic, outgoing, confident person with a sensitive & learning attitude towards my achievements. I yearn to go for new obsessions on my every footstep. I am a high-energy individual, who can work in any kind of situation.

PERSONAL DETAILS

Name	: Sampatinath Tiwari
DOB	: 10-09-1991
Sex	: Male
Marital Status	: Married
Native Place	: (U.P.)
Language Know	: English & Hindi
Father Name	: Lt. Shri Kanhaiya Tiwari
Present Address	: Ajnara Homes-121, Noida (U.P.)-201301.
Mobile No	: 8802846781
Nationality	: Indian
Hobbies	: Listening to Music & Playing Cricket

DECLARATION: -

I hereby declare that the above information is true to best of my knowledge.

Date:-

Place:-

Sampatinath Tiwari