**PAWAN RAI**

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**In pursuit of assignments in the domain of:**

**Business Development in any industry with an organization of repute**

**SNAPSHOT**

* A competent professional with nearly 6 years of experience and knowledge of managing operations of Business Development.
* Currently working with **Amrapali Group, Noida And Bhilai(C.G.)** as **Asst**.**Manager (CRM &,MARKETING).**
* Known for the enthusiasm, persistence, follow-through and fostering collaborative relationship to resolve concerns and generate revenue.

**CAREER RECITAL**

**Since dec-12 Amrapali Group, Noida And Bhilai(C.G.) ASST.MANAGER**

**(CRM &,MARKETING).**

**Current Role:**

* Handle entire processes of pre-sales and post-sales activities related to allotments, agreements, loans, cancellations, correspondence and possess
* Responsible for handling customer's issues specifically related to products and support.
* Attending to clients’ complaints and undertaking steps for effectively resolving them.
* Driving collection strategy for attainment of periodical targets with a view to optimize revenue on monthly basis.
* Monitoring collections & recovery processes and setting up new processes for improving collections time.
* Driving strategies to achieve periodical targets with a view to optimize revenue.
* Monitoring and keeping collection under control, with timely recovery of outstanding.
* Coordinate with different bankers to know the customer’s home loan status.
* Processing and ensuring completion of the processing activities and disbursement of loans within the TAT.
* Solving customers’ complaints with key of LAST (Listen, Apologies, Satisfaction & Thank), simultaneously designing & applying various methods to accomplish commitments with customers to gain customers’ loyalty & referrals.

**Highlights:**

* Instrumental in managing the Bank loan cases from the Bank and financial institution with my team.
* Carried out Bank & DSA visit for loan Sanction & Disbursement.
* Possess excellent communication, analytical and problem solving skills.
* In-depth knowledge of handling clients and relationship management.
* Maintain the MIS of Collection.
* Ability to handle multiple tasks and meet project schedule.
* Skilled in learning new concepts quickly and apply the same to complete assigned tasks and responsibilities.

**PRECEDING ASSIGNMENTS**

**MAHINDRA AND MAHINDRA FINANCIAL LTD.**

**Sr. Executive (CRM & collection)**

**Current Role:**

* **Started target promotional scheme not only for target achievements of sales but for customer complaints resolutions.**
* **Achieved all above by running various target.**

**PRECEDING ASSIGNMENTS**

**Charak Pharma Limited *(Ambikapur, C.G.)***

* Sales promotions, marketing, relationship building.
* Widely handled the creamy area of Ambikapur Region.

**Medical Representetive**

* Visited regularly Doctor’s call, Follow-up Stockists & Chemists.
* Implementing ideas, activities to increase the revenues.

**Marketing / Business Development**

* Forecasting monthly/annual sales targets & driving sales initiatives to achieve business goals & managing the frontline sales team to achieve them.
* Conceptualizing & effectuating marketing & sales promotion activities like publicity campaigns etc for enhancing awareness & visibility as a part of market development effort

**Relationship Management**

* Ensuring maintenance of excellent relations with clients & service delivery to generate avenues for additional business and retaining customers for future.
* Monitoring the speedy resolution of client queries & grievances to maximize satisfaction levels

**EDUCATION**

* **Master of Business Administration (MBA) Barkatullah University (Bhopal) 2000-2002.**
* **Bachelor of Business Administration (BBA) Barkatullah University (Bhopal) 1997-2000.**
* **10+2 From M.P. Board in 1996.**

**SUMMER INTERNSHIP**

Organisation : **Rolson Tyre Industries.**

Duration : 1 months

Objective : Customer satisfaction at Brand & Packaging in Rolson Tyre Industries.

Organisation:  **Frooti & Yo Frooti.**

Duration : 2 months

**IT SKILLS**

* Well versed with Ms Office and Internet Applications.

**PERSONAL DOSSIER**

Date of Birth : 25th July 1977.

Fathers Name : Shri Kishan Nath Rai.

Address : P.o- Sonawani (nr-central school), Dist- Korea, C.G.

Pin:- 497557.

Languages Known: English, Hindi, Bengali.

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