***RESUME***

**PratimaVerma** Email:[pratimav73@gmail.com](mailto:pratimav73@gmail.com)

MIG D-01,Sec.8, Mobile : 7898079541/7974332366

Housing Board Colony,

Near Science Centre,

Behind Ambuja Mall,

Saddu, Raipur(C.G.)

**Objective:**

To work in a challenging and creative environment and be an achiever through smart work and dedication.

**Work Experience:**

**Current Company Details-**

|  |  |
| --- | --- |
| Company Name | **Avinash Builders Pvt. Ltd. (Real Estate) , Raipur** |
| Designation | Team Manager (Relationship Manager) |
| Job Responsibilities | * Team Leader of Sales & Tele Marketing Team (20- Tele-callers & 15 Sales Team) * Handling complains of prospect & existing clients and solve end to end via e-mails and calls * Agreement/Registration Process end to end closing * MIS & Backend team Management with payment collection * Managing MIS team for reports creation. * CRM Software(Farvision) Follow-ups , Coordination , Maintenance * Reports Preparation, Daily weekly & Monthly Basis * All Kind of reports, MIS reports, Sales report. * Developing Relationships with business associates and channel partners to improve business & generating business * Supervision Scanning & Data storage process of various data * Digital Leads Working (Managing data from Online portals) * Call Centre , Digital Portals & various source of data collection & Working. * Records of files & Brochures management * Media coordination * Print media , Design & Press release Publishing coordination * Events , Expo & Mela Line-up * Team Management for Events & Expos. |
| Division | Sales & Media Marketing Department |
| Location | Raipur (C.G.) |
| Duration | 1 October 2015 to Present |
| Events | Aawas Utsav, Loan Mela, DB Expo, Patrika Carnival, Navbharat etc.... |

|  |  |
| --- | --- |
| Company Name | **Chhattisgarh Housing Board (CGHB) (Govt. Department)** |
| Designation | Media Marketing Manager (PR) |
| Job Responsibilities | * Media coordination, Public Relations building * Print media , Design & Press release Publishing coordination * Events , Expo & Mela Line-up * Building Relation with Business Associates & Chanel Partners * Team Leader of Pre-Post sales * Managing Call Centre, Tele Marketing team, Digital Media * Preparation of MIS reports and letters. * Inbound Relationship Manager customers Queries Resolve, Providing information etc.. * Payment collection, cancelations , Revenue generation. * Agreement & Registration co-ordinations. |
| Division | Estate Management (Agents Marketing) |
| Location | Raipur (C.G.) |
| Duration | 15 April 2014 to 30 September 2015 |
| Events | Awas Mela |

**Previous Company Details-**

|  |  |
| --- | --- |
| Company Name | **ICICI Bank Pvt. Ltd.** |
| Designation | Sales Officer |
| Job Responsibilities | * Direct Sales (B2C Sales) * Selling Current Accounts and Saving Accounts ,life insurance, loans, Handling Customer Service Desk & solving customer queries. * Meeting Corporates in the market and cross selling. * Looking after Promotion Activities & Events. * Maintaining good relationship with customer & corporate. * Follow-ups with the customers. |
| Division | Sales |
| Location | Raipur (C.G.) |
| Duration | 19 June 2013 to 23 Dec.2013 |

|  |  |
| --- | --- |
| Company Name | **A.R.Buildcon, Real Estate Co.** |
| Designation | Business Development Executive |
| Job Responsibilities | * Direct Sales * Meeting fresh customers in a market & giving them presentation & sending quotation to customers. * Filtering the customers from available database &generating business by converting the customers for online advertisement. * Looking after Promotion Activities & Events. * Maintaining good relationship with customer & corporate. * Building relationship with customers and Follow ups. |
| Division | Yellow Page Acquisition (YPA),work on the data provided by them. |
| Location | Raipur |
| Duration | March 2012 to April 2013 |

|  |  |
| --- | --- |
| Company Name | **Vodafone Mini Store** |
| Designation | Sales Executive (Post-paid Corporate connection) |
| Job Responsibilities | * Direct Sales * Filtering the customers from available database & selling Post-paid corporate plans. * Meeting fresh customers in a market & giving them presentation & sending quotation to customers. * Looking after Promotion Activities & Events. * Maintaining good relationship with customer & corporate. * Building relationship with customers and Follow ups. |
| Division | Fresh Customers, Yellow Page Acquisition (YPA), work on the data provided by them. |
| Location | Raipur |
| Duration | Dec.2010 to feb.2012 |

**Qualifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Institute** | **Major and Specialization** | **Percentage/CGPA** |
| PGDCRM  (2016-2017) | Symboisis Distance Learning Centre , Pune | CRM | Running |
| M.Com  (2010-2012) | Adarsh College, Raipur | Marketing/ Finance | 3rd Division |
| PGDCA  (2011-2012) | Pt. MakhanLal University, Bhopal | Computer | 1st Division |
| B.Com  (2007-2010) | Pt. Harishankar Shukla University, Raipur | Commerce | 3rd Division |
| Higher Secondary  (2006-2007) | J.R.Dani Girls H.S.School Raipur | Commerce | 2nd Division |
| Senior Secondary  (2004-2005) | J.R.Dani Girls H.S.School Raipur | Maths, Science, Social Science, English, Hindi | 3rd Division |

**Achievements:**

State level runner (Marathon) .

Got certificates in inter school activites and cultural activities.

**Computer Skills:**

Proficient with MS Office & Internet.

**Languages Known:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Read** | **Write** | **Speak** |
| English | Yes | Yes | Yes |
| Hindi | Yes | Yes | Yes |
| Chhattisgarhi | Yes | Yes | Yes |

**Personal Details:**

|  |  |
| --- | --- |
| Date of Birth | 02nd October 1990 |
| Gender | Female |
| Nationality | Indian |
| Marital Status | Single |
| Hobby | Sketching, Painting, Listening Music, Reading Novels |
| Contact Address | MIG D-01,Sec.8, Housing Board Colony, Near Science Centre, Behind Ambuja Mall, Saddu, Raipur(C.G.) |

**Family Background:**

|  |  |  |
| --- | --- | --- |
| Father | ShriPurshottamVerma | Civil Contractor(Private) |
| Mother | Smt. Vinita Verma | Home Maker |
| Brother | PiyushVerma | BE Completed (Working ) |

**Declaration:**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the corrections of the above mentioned particulars.

Place:

Date: **PratimaVerma**