

CURICULAM VITAE

J DURGA PRASAD

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CARRIER OBJECTIVE:

Willing to work and acquire valuable experience and expertise in my field and I am eager to learn and contribute to a dynamic work environment, with the ultimate goal of making a positive impact on the organization.

EXPERIENCE:

Professional Experience:

2 year of experience as a CRM Executive at Varun Real estates .

3.6 year of experience as a Senior Executive CRM at Tripura Constructions.

Employment Details:

Company : TRIPURA CONSTRUCTIONS
Designation : Senior Executive CRM
Duration : January 2021 to Till Date.

Roles & Responsibilities:

- Agreement To sale execution process.
- Timely payment reminders and collection.
- Dealing with all existing customers.
- Attending to the customers post bookings, Issuing Allotment Letters and Agreement.
- Uploading customer details as well as maintaining MIS in Excel format.
- Generating demand letter and updating payment status in SAP.
- Agreement of sale execution process.
- Timely payment reminders and collection.
- Providing quality responses to customer contacts in person, telephone & email.
- Dealing with all escalated complaints and enquiries efficiently and effectively.
- Communicate promptly site update or any other information to customers related to the project.
- Recording all queries and making notes on logging solution.
- Handling difficult and aggressive customers in a professional manner.
- Verifying of relevant documents provided by the customers at the time of booking& Agreement.
- Coordinating with all project approved banks
- Coordinating with all Banking Operations for disbursal.
- To help the customer to complete documentation and loan application formalities.
- Speed up the Bank Loan Process.

Employment Details:

Company : VARUN REAL ESTATES
Designation : CRM Executive (**Real estates**)
Duration : January 2019 to 2021.

- Trained new employees on customer service, money handling and organizing strategies.
- Built relationships with customers and community to promote long term business growth.
- Kept detailed records of daily activities through online customer database.
- Recording all queries and making notes on logging solution.
- Flat change and cancelation process.
- Verifying of relevant documents provided by the customers at the time of booking& Agreement.
- Attending to the customers post bookings, Issuing Allotment Letters and Agreement.
- Dealing with all existing customers.
- Coordinating with Sales as well as Accounts dept.
- Dealing with all channel partners for tie-up process.
- Agreement of sale execution process.
- Timely payment reminders and collection

EDUCATIONAL QUALIFICATION:

- B.A - 43% from Acharya Nagarjuna University 2013.
- I.T.I - 72% from Provisional Trade Certificate 2012.
- S.S.C- 79% from under Board of secondary education 2004.

SKILLS SUMMARY:

- Excellent knowledge of CRM strategies and current market.
- Great ability to deal with the clients queries, problems or complaints.
- Fast learner.
- Excellent work ethic.
- Excellent listening and verbal communication skills.
- Exceptional customer service skills.

Technical skills:

- Word processing and publication: Microsoft Word
- Spreadsheets and databases: Microsoft Excel
- Operating systems: Microsoft Windows
- Presentation: Microsoft PowerPoint
- Email: Microsoft Outlook, Google Mail, Outlook Mail.

PERSONAL COMPETENCIES:

- A strong willingness to learn new skills and abilities.
- Initiative for taking new responsibilities and high Interpersonal skills

PERSONAL PROFILE:

Date of Birth	:	02-07-1988
Marital Status	:	Married
Nationality	:	Indian
Religion	:	Hindu
Languages Known	:	English & Telugu

Declaration:

I hereby declare that the above information furnished by me is true and correct to the best of my knowledge and belief.

Date:

Place:

(J DURGA PRASAD)
