

CURRICULUM VITAE

V. HEMA

#33-6-574/1/9, Sheshadri hills colony,
Gavicherla cross road, Warangal -506005.

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Career Objective:

A responsible position in an organization where I can utilize my knowledge and managerial skills, looking forward challenging and value adding career in Client Relationship Management with an organization supporting growth.

PROFESSIONAL EXPERIENCE:

Hilife Ventures Pvt Ltd Bangalore from November 2015 to March 2017

Industry: Builder / Developer

Position: Marketing & Customer Relations,

Company Business: Real estate property developers, Bangalore

VAISHNO BULDERS Bangalore from June 2017 to December 2020

Industry: Builder / Developer

Position: Assistant Manager-Sales & CRM

Company Business: Real estate property developers, Bangalore

VAISHNAVI INFRACON INDIA PVT. LTD Hyderabad from Feb 2021 to September 2021

Industry: Builder / Developer

Position: Assistant Manager CRM

Company Business: Real estate property developers, Hyderabad

Alliance infrastructure Projects Pvt Ltd from Oct 2023 to till date.

Industry: Builder / Developer

Position: Deputy Manager CRM

Company Business: Real estate property developers, Hyderabad

Sales & Post Activities

- Email communication, resolving general customer queries over call and escalations from clients through ticketing software **Kapture** within TAT and handling customer retentions.
- Clarifying all the queries raised by the customer with regard to financial transactions and legal matters. Interacting with all internal departments for seeking clarification and status on the rules and regulations pertaining to the query.
- Follow up with customer for Agreement Execution within TAT & payment collection follow-ups as per work schedule.
- Ensuring that minimum 80% of the collections target are achieved every month.
- Updating of Daily Collections Data on real time basis in CRM Software **Openbravo** and sending Daily Report, Weekly/Monthly reports like MIS, Collections reports, Due Summary reports etc to reporting authority.
- Preparing Sale Agreement & Sale Deed.
- Preparing & Sending Welcome Letter, Allotment Letter, Demand Letter, Receipt, NOC and other builder

documents as required to Financial Institutions.

- visiting site in a month (As per the calendar designed). Scheduling customer site visits when required and assisting customers over technical queries and modification works.
- Lead generation from existing clients. Achieving required target of positive Customer response and positive reviews.
- Co-ordination with concerned departments and give clearance for the payment received against modification and inform the same to senior management
- Involved in Flat Takeover from the technical team and flat Handover to the customers
- Quarterly updation of project status on RERA

Educational Qualification:

Completion of BA in GITAM University with aggregate of A+ grade
Pursuing MBA in distance learning.

Technical Skills/Computer Proficiency:

- MS Office,
- Excel, Autocad,
- Operating Software Installation; Windows 7, Windows 8, Vista, Windows XP.

Strengths

- Confident
- Loyalty
- Hardworking
- Interpersonal skills & Self-motivated

Personal Details:

- Date Of Birth : 15th march 1993
- Father's Name : Satyanarayana
- Permanent Address : #33-6-574/1/9, Sheshadri hills colony, Gavicherla cross road, Warangal -506005
- Gender : Female
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu
- Language : English, Telugu and Hindi

Declaration:

I, V.HEMA, do hereby declare that all the particulars mentioned above are true to the best of my knowledge and belief. I will work with dedication, hard work and positive attitude towards the successful completion of the responsibility I am entrusted with.

Date:
Place:

(V.HEMA)
Signature