

JYOTI BARSE
Officer Prospect Management Team

PERSONAL DETAILS :

- Date of Birth : 10th September 1981
- Contact No. : 7768967405
- Email ID : [jyotibarse0910@gmail.com](mailto: jyotibarse0910@gmail.com)
- Residential Address : H-Type, 82/3, Ordnance Estate,
Ambarnath (W), Tal.Ambarnath,
Dist.Thane, Pin-421502

EDUCATIONAL QUALIFICATION :

- H.S.C. from Mahatma Gandhi College, Ambarnath
- S.S.C. from S.I.C.E.S. English High School, Ambarnath

SKILLS :

- Good Communication
- Rapport Building
- Active Listening
- Objection Handling
- Probing
- Good Product Knowledge
- Good Grasping Capacity

PROFILE :

- Handling Inbound & Outbound calls of the Customers & providing them the relevant information related to the project of their interest, updating the Customer details form, forwarding the Prospect Customers information to the Sales Office, Arranging a Site Visit or a call back from the Sales Team, helping the Customers with the directions to the site, Co-ordinating with the Sales Team after the Customer reached the site.

PROFESSIONAL EXPERIENCE :

Obero Realty Ltd. From Jan.2018 to Oct.2018.

- Handling Inbound Calls & Keeping a tab on the web enquiries & servicing it on time

- Capturing Customer's details & updating his profile in SFDC
- Making Possession Calls to those who are suppose to get the possession of their Apartments.
- Co-ordinating with the Sales & Backend Team
- Updating Site visit form in Excel
- Doing Competitor Analysis
- Sending the Daily Call Report to the HOD

(Reason for Leaving – Personal)

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PRESALES EXECUTIVE :

Rajesh Life Spaces from Sep.2017 to Dec.2017

- Handling Inbound & Outbound Calls
- Sharing the Project details with Customers
- Capturing Customer details & updating in Sell do
- Following-up with the Customers till the time they reaches the site

(Reason for leaving – Salary Issues)

Asset Class Specialist :

Rustomjee Constructions Pvt. Ltd. from Feb.2016 to Aug.2016

- Calling the Customers & pitching them for Rustomjee Seasons
- Cross selling as per customer's Budget & Requirements
- Maintaining the Data in the Excel Sheet & updating it accordingly
- Following up with the Customer's for Site Visit.
- Co-ordinating with Channel Partners

(Reason for leaving – Temporary Job for 6 Months)

SENIOR PRESALES CONSULTANT (LODHA PROCESS) :

Sutherland Global Services from Feb.2012 to May 2015

- Use to service the Web Enquiries, SMS enquiries & the Email enquiries.
- Handling the Inbound Calls along with the objections taken by the

Customers

- Doing profiling of the Customer & updating his details in SFDC
- Use to train & monitor the new joiners & giving them the feedback accordingly
- Keeping a tab of Site Visits Done

(Reason for leaving – Better Prospect)

CUSTOMER SERVICE EXECUTIVE (AUSTRALIAN PROCESS) :

PAN INDIA LTD from Apr 2010 to Sep 2011

- Making Calls to Australian Customers, pitching them about **SMART GETAWAYS** Holiday package & convincing them to buy the product over the phone.

(Reason for leaving - Health Issue)

CUSTOMER CARE EXECUTIVE (BROADNET PROCESS) :

RELIANCE COMMUNICATIONS from May 2008 to Apr 2010

- Trouble Shooting
- Attending Incoming Calls & providing solutions to Customer's queries

(Reason for leaving - Better Prospect)

CUSTOMER SERVICE REPRESENTATIVE

Sparsh BPO Services Pvt. Ltd. from Dec.2006 to Feb.2008

- Making calls to HSBC Account Holder Customers & Pitching them for TATA AIG Life Insurance Policy.
- Transferring the call for Verification to the Verifiers.

Date :

**(JYOTI
BARSE)**