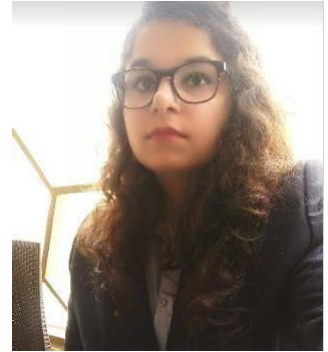


CURRICULUM VITAE



ADITI ANJANI DUBEY

JOB OBJECTIVE

Seeking assignments, which are creative, challenging, offer long-term satisfaction, an open work culture and avenue for personal as well as corporate growth, with an organization of repute.

SUMMARY OF SKILL & EXPERIENCE

A competent professional with over 6 years' experience real estate industry.
Proficient at handling all the back office activities and taking care of all the CRM activities.
Demonstrated communication skills with exceptional relationship management and team work abilities.

WORK EXPERIENCE

1) Runwal Group

(1st Sept 2021 – Till Date)

Project: Runwal Bliss

Manager Sales CRM

- † Effectively working in front end relationship and backend with its distinguished set of clients with data base of 184 clients.
- † Effectively manages clients Grievances/Complaints through walk-ins, letters, emails and calls.
- † Creating new demands and sending across to clients & banks, mailing soft copies, follow up, meetings for their issues, calling on database and maintaining reports.
- † Maintaining client records of payments made towards time bound/stage linked payments.
- † Collections – Demand payments, various banks disbursements and new bookings payments.
- † Ensure coordinating with customers regarding stamp duty & registrations formalities and payments.
- † Providing Project status update to customer, coordinating & ensuring execution of all aspects of customer interaction.
- † Actively engage with the existing customer base for referral booking.

2) **Ahuja Hive.**

(01st Oct 2017 – 30th Oct 2021)

Project: O2 Sion

Asst. Manager Sales CRM

- † To manage client relationships during their entire lifecycles right from welcoming, to agreement registrations.
- † Resolving Customer Queries and Requests via Emails, Telephone and Meetings.
- † Sending all kinds of letters to the clients such as Welcome, Demand Letter, Reminders, Tax and following up with the Customers/Banks for the same.
- † Making outbound calls and Coordination with clients for payments & collections and ensuring to sustain and increase revenue of the company.
- † Timely communication on construction updates and payments dues.
- † Dispatch of payment receipts / architect certificate / site photographs.
- † Updating and Processing of Customer Details in the SAP System.
- † Update & process bookings, payments, changes, transfer, cancellation, re-sale etc.
- † Documentation such as Booking, Allotment, Receipts, Stamp Duty, Registration, NOC etc.
- † Co-ordinate with Customer for Stamp Duty, Pay Order for Agreement Registration.
- † Co-ordinate with architect department, accounts department & taking approval from Management.
- † Ensure suggestions provided by customers are escalated to superiors immediately for corrective measures.
- † Updating the Database System and Daily Trackers.

3) **BHAIRAV GROUP OF BUILDERS & DEVELOPERS**

(16th Aug 2016 – 30th Sep 2017)

Projects: Gold crest, Ghansoli

Manager Sales

- † To manage client relationships and maintain regular communications for sales queries
- † Build and Maintain relationships with the entire customer base assigned.
- † Ensure constant engagement with customers during the lifecycle.
- † Getting the queries resolved from the respective departments.
- † Handling complete closing activities.
- † Helping the clients to determine what kind of properties they were seeking in primary segment with upgrading standard of lifestyle
- † Supporting overall enquires on the site walk-ins
- † Preparation of Cost Sheet for the Clients
- † Ensuring co-ordination with customers, regarding stamp duty and registration formalities and payments.
- † To ensure adequate support to customers for assistance in bank loans.

4) **IndiaInfoline Ltd.**

(01st Feb, 2015 – 24th Jun 2016)

Relationship Sales Manager

Residential Projects: Open Market Central Suburbs.

Chief Tasks Handled

- ✚ Managing sales of residential properties and achieving monthly target.
- ✚ Generating Leads for Corporate users
- ✚ To execute property sales at Site. Maintain potential client data and regular follow ups.
- ✚ Managing marketing like mailers, listing of properties on different portal.
- ✚ Attend & record telephonic / Walk– in enquiries.

5) **NORTH EAST HOMES REAL ESTATE CONSULTANT**

(07th Feb 2014 – 31st Jan 2015)

Customer Relations

Projects: Juhi Greens & Juhi Lawns, Seawoods

Chief Tasks Handled

- ✚ Ensure uniform customer experience through standardized processes ✚ Adherence to standard operating procedures for customer service ✚ Handle exceptions with due approvals.
- ✚ To execute sales property at site.
- ✚ Ensure strong relationships with Customers ✚ Communicate effectively to ensure clarity.
- ✚ Ensure correct data updating and accuracy
- ✚ Accurate & Correct updates on customer contacts and communication
- ✚ Customer Feedback and satisfaction
- ✚ Ensure suggestions provided by customers are escalated to superiors immediately for corrective measures.

ACHIEVEMENTS

- ✚ Was awarded a “**Certificate of Appreciation**” for outstanding performance and consistent service delivery for Record Collections of Rs. 28.79 Crores in the year 2020 – 2021 Ahuja Hive.
- ✚ Was nominated as “**Best Employee Award**” for outstanding performance and service delivery and Collections in the year 2021 – 2022 in Ahuja Hive.

ACADEMIC CREDENTIALS

- ✚ Bachelor’s Degree in Commerce from Patna University.

SELF ANALYSIS

- ✦ Self-Starter who makes sure that the things are finished on time.
- ✦ Strong Customer relationship management with good interpersonal skills.
- ✦ To keep update on changes happening in market.
- ✦ Ability to manage unexpected circumstances & manage customer relation.

Technical Skills

- ✦ **Operating Systems:** Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10.
- ✦ **Basic Computer Terminologies:** Microsoft Office (MS-Word, MS-Excel, MS-Power Point, MS-Outlook, Internet and E-mail).
- ✦ **Sales Force** ✦ **SAP System.**

AREAS OF STRENGTH

- ✦ Positive attitude
- ✦ Self confidence
- ✦ Committed for tasks assigned
- ✦ Quick learner.
- ✦ Enthusiastic to learn.

Personal Details

- ✦ Address : Flat No 302,Shamstheth Tower, Sector 19, Ulwe,
Above Malvan Tadka, Navi Mumbai 410206,
- ✦ Mobile : 8291046961
- ✦ Email ID : aditid7979@gmail.com
- ✦ DOB : 7th Sept
- ✦ Gender : Female
- ✦ Religion : Hindu
- ✦ Martial Status : Unmarried
- ✦ Language Known : English & Hindi
- ✦ Hobbies : Singing

Being always eager, always open to new ideas, always trying, always learning, always experimenting and always finding a way.

I hereby declare that all the information provided by me in this application is correct and factual to the best of my knowledge and belief.

ADITI ANJANI DUBEY