

SHILENDRA KUMAR SESODIA

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SUMMARY

With **total 15 years** of experience with expertise of **9 years** qualitative time in Real Estate

- Post Sales Activities
- Back-End Operations Handling
- Customer Relation Management
- MIS Reports Generation
- Bank Co-ordination
- Other day to day activities

- ✓ Sound working knowledge in Building Public Relationships, Customer Handling, Handling Clients Queries/Problems/Complaints/Problem Solving and maintaining MIS.
- ✓ Exceptionally organized with a track record that demonstrates creativity and initiatives to achieve set goals
- ✓ A proactive learner with a flair for adopting emerging trends & addressing industry requirements to achieve organizational objectives & profitability norms
- ✓ Possess exceptional team spirit thereby helping in easy achievement of organizational & personal goals
- ✓ An effective communicator with excellent relationship building & interpersonal skills

WORK EXPERIENCE

- **M/s Supertech Ltd, NOIDA**
- **Designation - Senior Executive (Possession)**
- **Duration- Sept-2014 till date**

Responsibilities:-	Task Handling
Post Sales activities And Back End Operations	<ul style="list-style-type: none">✓ Post sales activities and back end operations residential & commercial projects✓ Execution of allotment agreement letter✓ Refund, cancellations, recovery & collection✓ Final demand notices and offer of possession
Possession	<ul style="list-style-type: none">✓ Coordinating the handing over of the possession on receipt of the occupation certificate✓ Intimating the allottees, Settling their accounts, processing the documentation received✓ Mediating between the customers and the site office✓ Getting the apartment completed✓ Ensuring that all the allottees take the possession within reasonable time
Customer Management	<ul style="list-style-type: none">✓ Managing customer service operations & ensuring customer satisfaction by achieving delivery & service quality norms
Team Coordination	<ul style="list-style-type: none">✓ Coordinating with legal, technical, sales & marketing, Finance & Account department for necessary interrelationship
Reports Generation	<ul style="list-style-type: none">✓ Responsible for generating MIS pre and post sales activities and reporting to the management with crucial information analysis

Customer Grievances Handling	✓ Claiming through Phone, e-mails, Written Communication(Letters) and Personal Meetings by coordination with various departments such as Legal, Accounts etc.
Bank Coordination	✓ Networked with various Banks & Housing Finance Companies for project approval, legal approval technical approval and other projects related finance assistance to the customers

- **M/s Hounslow Builders Pvt. Ltd., Indirapuram Ghaziabad**
- **Designation- Executive (Customer Services)**
- **Duration- 2012 To 2014**

Hounslow Group is the Group of Real Estate Companies, and successfully complete various Residential projects in the Ghaziabad city and developing a group housing project in Meerut. The company created new benchmarks of excellence in the real estate market. Today, the Group is among the prominent real estate developers of Ghaziabad and Meerut. the main focus of company to employee the new customers base and provide the solution for new customer real estate area.

Responsibilities:- The responsibilities of the job include, but are not limited to:

- Creations of new customers.
- Maintain Customer Account in respect of Collections.
- Manage collection targets of the company.
- Dealing with the Bank in relation to the Home Loan for customers.
- Manage demands to the customers as per payment schedule fixed by the Sales Department of the company.
- Coordinate with Sales Team regarding receipts from the customers and resolves the related issues of the customers.
- Reconciliation of customer accounts with Accounts Department.
- Prepare MIS Report to the Directors of the company.
- Dealing with customers regarding their issued related to the Demands.
- Other accounts related works of the company.
- Educate the customers for new projects and also the sell to do need based selling for customers.

- **The Oberoi Group (East India Hotel), Manesar, Gurugram**
- **Designation- Co-ordinator**
- **Duration-2008 To 2012)**

Company deals in all type of printing requirement of Oberoi Group of companies

Responsibilities:-

- Handle new clients of the company
- Prepare monthly details of new clients and submit to incharge.
- Handled Monthly journal entries, Accounts and various ledgers
- Handled day to day activities of the marketing of the company.

TECHNICAL SKILLS

- Brief Knowledge about SAP & 4 QT
- Knowledge of computer
- MS-office XP, Windows-10,

EDUCATION & CREDENTIALS

Professional Qualification:

➤ **MBA (Master of Business Administration)**

Major-Marketing

Minor -Operation

From Institute of Management Technology(IMT), Rajnagar Ghaziabad.

➤ **Post Graduation Diploma in Computer Application**

From Aisect Bhopal University.

➤ **Others**

Web Honors Curriculum(W.H.C) From NIT, Delhi.

Certificate in Web Designing(C.W.D) From Arena Multimedia, Delhi.

Academic Qualification:

➤ **Master of Commerce** from IGNOU, Delhi

➤ **Bachelor of Commerce** from IGNOU, Delhi

➤ **Bachelor of Arts** from Choudhary Charan Singh (CCS) University, Meerut

PERSONAL INFORMANTION

- Name : Shilendra Kumar Sesodia
- Father's Name : Late Gaj Raj Singh Sesodia
- Nationality : Indian
- Language Known : Hindi & English
- Date of Birth : 15th August 1977
- Present Address : F-60, Street No-8, 3rd Floor,
West Jyoti Nagar Delhi-110094
- Marital Status : Married

Declaration:

I hereby declare that the Information furnished above is true to the best of my Knowledge.

Date:

Place: New Delhi

(Shilendra Kumar Sesodia)