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**RESUME**

**JYOTI SALHOTRA MISHRA**

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**SUMMERY**

Highly motivated employee with desire to take on new challenges. strong work ethic, adaptability, and exceptional interpersonal skills. Dedicated and adaptable professional with a proactive attitude and the ability to learn quickly. Strong work ethics and effective communication skills. Eager to contribute to a dynamic team and support organisational goals. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organisational brand. Result-oriented individual with a passion for continuous learning with innovation. Hardworking employee with customer service, multi-tasking, and time management abilities devoted to giving every customer a positive and memorable experience. An organised and motivated individual, eager to utilized time management and organisational skills across diverse settings. Seeking opportunities to enhance abilities while contributing to company growth

**SKILLS**

* Planning Flexible and Adaptable
* Problem solving Active listening
* Collaboration Organisational and team management
* Communication Time management

**EXPERIENCE**

**ASSISTANT HOD-11/20 TO 06/23(ATRI GROUP KOLKATA)**

* Maintained updated knowledge through continuing educate yourself as and when necessary.
* Prioritized and organised tasks with efficiency to accomplish service goals.
* Maintained positive relationships, with team members and customers.
* Participated in strategic planning sessions to determine long-term goals for the organisation.
* Conduct regular meetings with team members to review progress on projects.
* Set performance expectations for all members of the department through effective communication.
* Implemented processes to increase efficiency in day-to-day operations.
* Provide guidelines on professional development opportunities for employees.
* Resolve conflicts between team members in a timely manner while maintaining a positive work environment
* Supervised, trained, and developed team members, enhancing their performance and professional growth.
* Analysed sales data and market trends to adopt strategies and maximize profitability.
* Implement customer service standards, ensuring high levels of customer satisfaction.

**HEAD OF CUSTOMER RELATION MANAGER (SALES & MARKETING) 04/11 TO 12/19 (DNJ REALTY KOLKATA)**

* Identify needs of customers promptly and efficiently.
* Collaborated closely with team members to achieve project objectives and meet deadlines.
* Assisted with customer request and answered questions to improve satisfaction.
* Provide excellent service and attention to customer, face to face or through phone conversation.
* Worked with cross function team to achieve goals.
* Developed and implemented strategies to increase customer satisfaction and loyalty.
* Analysed customer feedback data to develop action plans for improving service offered.
* Create monthly report for senior management summarizing operational performance metrics.
* Conduct performance review for team members.
* Resolve customer complaints and issues promptly, maintaining a positive brand image.
* Determine the overall revenue target for the year. Break it down into quarterly and monthly goals.
* Set a specific number of properties to sell within a given time frame.
* Identify emerging markets and opportunities for expansion.
* Utilize various marketing channels to promote properties. This includes online marketing, social media, traditional advertising, and partnerships.
* Identify target customer segments and tailor the approach to meet their needs.

 Regularly review sales performance against goals.

**ASSISTANT MANAGER (SALES & MARKETING) 06/2008 TO 11/2010 (RUCHI REALTY KOLKATA)**

* Participated in strategic planning sessions to determine long-term goals for the organisation.
* Conduct regular meetings with team members to review progress on projects.
* Set performance expectations for all members of the department through effective communication Implement customer service standards, ensuring high levels of customer satisfaction.
* Identify needs of customers promptly and efficiently.
* Assisted with customer request and answered questions to improve satisfaction.
* Provide excellent service and attention to customer when face to face or through phone conversation
* Resolve customer inquiries and complaints requiring managemental -level escalation.
* Recruited and trained new employees to meet job requirement.
* Define key performance indicators (KPIs) to measure progress, such as number of leads generated, conversion rates, and average sale price.
* Establish milestones to track short-term achievements and keep the team motivated.
* Use CRM systems to manage client relationships and track sales progress.
* Implement data analytics tools to gain insights and make informed decisions.
* Regularly review sales performance against goals.
* Adjust strategies and tactics based on performance data and market changes.

**HOD (HR &ADMINISTRATION) 12/2005 TO 03/2008 (GANAPATI BUILDERS NEW DELHI)**

* Manage daily operations, ensuring efficient workflow and productivity.
* Coordinate cross-department initiatives to smooth overall business performance.
* Worked closely with all associates to complete tasks.
* Resolve conflicts between team members in a timely manner while maintain a positive work environment.
* Collaborate with other departments to coordinate activities and ensure successful outcomes.
* Monitor departmental performance development opportunists for employee and benchmarks.
* Establish clear goals, objectives, and timelines for the departmental success
* Oversee day-to-day office operations.
* Ensure the office runs efficiently and effectively with minimal disruptions.
* Maintain and organize company documents, records, and files.
* Ensure that all documents are up-to-date, easily accessible, and securely stored.
* Ensure that all necessary supplies are available and properly managed to avoid shortages or overstocking.
* Provide administrative support to executives and other team members.
* Handle basic financial tasks, such as processing invoices, expense reports, and cash management.

**FLOOR MANAGER 11/2000 TO 07/2003(HELIC SCAN DIAGONESTIC CENTRE)**

* Oversee the daily operations of the diagnostic centre floor.
* Ensure all services are provided efficiently and effectively, with minimal downtime.
* Supervise and manage the performance of clinical and non-clinical staff.
* Ensure excellent patient care and service.
* Achieve high patient satisfaction through courteous, compassionate, and prompt service.
* Manage patient appointments and workflow on the floor.
* Optimize scheduling to reduce patient wait times and improve service efficiency.
* Address patient queries, concerns, and complaints promptly.
* Resolve issues effectively to maintain patient trust and satisfaction.
* Facilitate effective communication between departments.
* Ensure smooth coordination and collaboration across the diagnostic centre.

**EDUCATION**

* Bachlor of Arts: Humanities in 2000
* High secondary board of education west Bengal in 1998
* West Bengal board of secondary education in 1996

**LANGUAGES**

* **HINDI** -READ WRITE AND SPEAK
* **ENGLISH**-READ WRITE AND SPEAK
* **BENGALI**-READ AND SPEAK
* **PUNJABI**-SPEAK

**WORKING EXPERIENCE**

* Total 16 years working experience. (2 Years in other sector 14+ years in Real Estate Sector)

**PERSONAL DETAILS**

* MARITAL STATUS-MARRIED
* HUSBAND NAME-MANOJ KUMAR MISHRA
* D.O.B-22.03.1980
* AGE-44 YEARS
* NATIONALITY-INDIAN
* RELIGIOUS-HINDU
* HOBBIES-MUSIC, DANCE, COOKING, TRAVELLING

**SIGNATURE:**