Indu

**

Email: indu.374212@2freemail.com

**Management Profile (Customer Service / Operations / Administration)**

Senior professional with 10 years of experience in customer service, operations & administration & business development across diverse organizations. Proficient in consistently accomplishing business & operational targets across professional career; exploring challenging managerial assignments with a professionally managed organization

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| Expertise in* Customer Relationship Management
* Quality Assurance
* Apartment Customization
* Requirement Analysis
* Service Delivery
* Statutory Compliance
* Liaison & Coordination
* Stakeholder Interaction
* Documentation & Reporting
* Senior Management Assistance
* Team Coordination
 | Executive Summary* Significant exposure in streamlining of operations & implementing sound business practices enhancing service quality and boosting business & revenue
* Possess sound knowledge in analysis, comprehension/ deduction of insights from activity based as well as overall performance metrics and reports in graphical / numerical form
* Proven ability in guiding team members in effectively closing identified business deals as well as enhancing revenue generation by cross selling organizational products and services across the target market segment
* Adroit in creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members
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Professional Experience

**Landmark Builders, Calicut, Kerala ⏵ 26.04.2017 onwards till Present**

**Deputy Manager- Sales ~ 26.04.2017 onwards till Present**

**Accountabilities:**

**Business Development**

* Involved in end to end management of sales process encompassing negotiations, deal structuring, due diligence & risk analysis
* Develop rapport with major corporate client and high net worth individuals aimed at effectively closing identified business opportunities
* Interact with customers for collating & evaluating requirements for rendering customized solutions. Enhance client satisfaction through effective resolution of reported issues and qualitative service delivery

**Senior Management Representation**

* Update the senior management on collated market intelligence on competition and other market trends for reengineering business strategies
* Assist the senior management in implementing various policy decisions for enhancing operational efficiency and departmental profitability
* Prepare & present various status reports for the senior management and other stakeholders to enable effective decision making

**Operations & Administration**

* Highlight potential performance bottlenecks with significant business impact to the senior management for implementing effective remedial measures
* Maintain regular interaction with housing finance companies for expediting housing loan application process for clients. Follow up with engineers & architects for customization of apartment
* Update marketing database and cater to clients till handover of apartment. Manage administrative aspects related to collation & coordination with sites for resolving business/client related issues as well as maintaining updated project documentation

**Team Leadership**

* Acquaint team members with various organizational service quality and operational parameters for implementing the same in day to day business transactions
* Evaluate team performance & render productivity enhancement feedback. Organize training sessions based on identified training needs as well as business and operational requirements.

**Skyline Builders, Calicut, Kerala ⏵ 02.04.2012 onwards till 23rd Feb 2017**

**Assistant Manager - Customer Relations ~ Apr 2012 till 23rd Feb 2017**

**Accomplishments:**

* Significantly contributor to organizational business and revenue growth by implementing innovative business strategies based on changing market dynamics

**Accountabilities:**

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**Customer Care Executive ~ May 2005 – Oct 2007**

**Accountabilities:**

* Focused on resolving client queries to sale and interacted with housing finance companies for avail housing loan for clients
* Managed administrative aspects related to documentation and site coordination as well as routine correspondence aimed at maintaining seamless operations
* Maintained updated marketing database and ensured resolution of client related issues till apartment handover. Followed up with various stakeholders for customizing apartment based on client specific requirements

Previous Assignments

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| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Southern Investments (P) Ltd., Calicut | Junior Officer - Sales | Jan 2003 – May 2005 |
| Computer Institute, Nagpur | Center Manager | Jan 2001 – Jan 2002 |
| Data Management Center, Nagpur | Medical Transcriptionist | Jun 1999 – May 2000 |

Education

* **Bachelor’s degree in Mass Communication (Journalism),** Nagpur University (1999)
* **B Sc.,** Nagpur University (1998)
* Computer Basic Course

**Date of Birth:** 06th September 1977 **~ Languages Known:** English, Hindi, Marathi and Malayalam **~ Nationality:** Indian

**Passport Details:** J 1889332 valid till 2020 **~ References:** Available on Request

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