**SHABEER**

**Customer Relationship Management with India Experience**

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**OBJECTIVE**

A Challenging Position in a Professional organization where I can enhance my skills, Strength and commitment in a warm and supportive environment in conjunction with the organization’s goals and objectives.

**ORGANIZATIONAL EXPERIENCE- Overall 9 years work experience**

* Worked as Senior Customer Relationship Executive – Puravankara Projects Limited Bangalore, Since from October 2015 to March 2019.
* Worked as Customer Relationship Executive – Mantri Developers Pvt. Ltd Bangalore, Since from September 2014 to October 2015.
* Worked as Customer Relation Officer – Asian Constructions Bangalore, from December 2013 to September 2014.
* Worked as Senior Transaction Processing Officer – Investment Banking in Mphasis an HP Company Bangalore, from November 2009 to December 2013

**ROLES AND RESPONSIBILITIES OF LAST ORGANIZATION**

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* Need to be achieving monthly target from internal contacts.
* Managed the Pre & Post Sales Customer relation with regards to the residential complexes of Puravankara Projects Limited.
* Responsible to get generate leads from existing customer.
* Handling Collections part of pre & post sales on the booked customers.
* Payment demand update and sending of possession intimations.
* Responsible for handling all pre & post sale activities relating to customers.
* Formulate collection strategy to increase the revenue to company by sending demand notes to new customers and interacting with HFI/Banks.
* Preparation of outstanding reports/Marketing MIS as required by the reporting head.

**ROLES AND RESPONSIBILITIES OF PREVIOUS ORGANIZATION**

* Managed the Pre & Post Sales Customer relation with regards to the residential complexes of Mantri Developers Pvt Ltd.
* Preparing of NOC’s, Tripartite Agreements, Construction status Update, payment demand update and sending of possession intimations.
* Interacting with the legal, compliance and Prop Care Management to resolve queries of residing customers and unregistered customers.

**ROLES AND RESPONSIBILITIES IN ASIAN CONSTRUCTIONS**

* Generate the leads from existing customer data.
* Preparation of agreement after booking the flat in between company and customer.
* Get franking done from sub register office to agreements.
* Preparing of Builder NOC’s, Tripartite Agreements, Construction status Update, payment demand update and sending of possession intimations.
* Handling Collections part of post sales on the booked customers.
* Preparation of outstanding reports/Marketing MIS as required by the Managing Director.

**ROLES AND RESPONSIBILITIES IN MPHASIS AN HP**

* Managed customer documents involved in stock market.
* Transfer of the assets that are Cash, Stocks, Mutual Fund, bonds etc. from the account of the client from a different Contra firms like Morgan Stanley, Fidelity, Wells Fargo as per the client requirement.
* Dealing with queries of customer mails/calls and responding to clients through mails/calls.

**ACADEMIC QUALIFICATION**

MBA (Finance and Marketing) Bangalore University-July 2008.

BCOM (Accounts and Commerce) Bangalore University-June 2006.

**TECHNICAL QUALIFICATION**

* Good knowledge in MS-Office, Tally ERP-9, Outlook.
* Applications: well versed Sales Force, Ramco, Oracle, Quadra Suit, Quadra Skyline, Quadra Neon, Swiss workflow, client central, ops central, and citrix.

**EXCEL VALUE ADDITION**: VLOOKUP, HLOOKUP, PIVOT, Subtotal, insert a comment, Upper, Lower.