



# TUSHAR BOSE

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📅 31 DOB: 29-April-1989 | Nationality: Indian

## PROFILE SUMMARY

Strategic and result-driven Presales & Operations leader with 14+ years of expertise in the real estate and BPO sectors. Proven ability to drive sales pipeline, lead high-performing teams, design consultative sales frameworks, and implement effective training programs. Recognized for excellence in performance and team management, with notable awards including Star Performer (Adhiraj Constructions) and Best Employee (Pro9 Info Services). Adept at stakeholder engagement, data-driven decision-making, and enhancing customer experience.

## CORE COMPETENCIES

- Real Estate Presales Strategy
- Team Leadership & Training
- Consultative Selling & Upselling
- CRM & Reporting (Zoho, Salesforce)
- Customer Experience Enhancement
- Market & Sales Analysis
- BPO Operations Management
- Stakeholder Communication

## PROFESSIONAL EXPERIENCE

### **AGM – Presales | Puraniks Builders, Mumbai (Dec 2023 – Present)**

- Headed a 50-member team across projects in Thane, Pune, Neral, and Lonavala.
- Achieved revenue targets aligned with the Annual Operations Plan (AOP).
- Developed strategic reports for leadership by analyzing performance metrics and forecasting trends.
- Initiated training programs that improved conversion rates and customer interactions.
- Championed CRM data accuracy and inventory sync across sites.
- Promoted a performance-driven and collaborative team culture.

### **Presales Manager | Piramal Realty, Mumbai (Nov 2022 – Nov 2023)**

- Oversaw presales initiatives for multiple high-value projects.
- Created and implemented training modules for new hires and Call Center Executives.
- Consistently met sales goals and improved reporting accuracy.
- Led market research initiatives that contributed to enhanced booking rates.

### **Presales Manager | Adhiraj Constructions Pvt. Ltd., Navi-Mumbai (Oct 2019 – Jul 2022)**

- Supported clients throughout the home buying lifecycle—from lead generation to post-sales.
- Supervised CRM usage and ensured accurate documentation of transactions.
- Spearheaded team training and contributed to successful project launches.

**Assistant Manager – Pre-Sales & Marketing | Platinum One Pvt. Ltd., Mumbai (Jan 2018 – Sep 2019)**

- Managed presales and marketing teams for The Wadhwa Group.
- Assisted in legal and compliance matters related to real estate sales.
- Guided business development initiatives through strategic marketing inputs.

**Senior Team Leader | Pro9 Info Services Pvt. Ltd., Navi-Mumbai (Aug 2015 – Dec 2017)**

- Led a 40-member home décor sales team.
- Improved performance through consistent coaching and sales analytics.

**Team Leader | Lester BPO Pvt. Ltd., Navi-Mumbai (Jun 2014 – Jul 2015)**

- Achieved consistent sales targets and motivated team members.
- Provided tech support and process optimization.

**Team Leader | Hinduja Global Solutions, Navi-Mumbai (Oct 2011 – Aug 2012)**

- Managed email operations for Tata Communications.
- Facilitated policy training and staff mentoring.

**Customer Service Executive | Trac Mail, Navi-Mumbai (Jul 2010 – Sep 2011)**

- Provided email and chat support to US-based clients.
- Implemented service protocols improving CSAT.

## **EDUCATION**

Masters in Management Studies (Finance) – Pillai Institute of Management Studies, University of Mumbai – 2014 – 65%

Bachelors in Management Studies (Finance) – Pillai College, University of Mumbai – 2011 – 59.5%

## **TECHNICAL SKILLS**

- CRM Tools: Zoho, Salesforce
- MS Office Suite
- Call Center Analytics & Dashboard Tools

## **LANGUAGES**

English | Hindi

## **INTERESTS**

Travelling | Music | Movies