

DIVYA RAMCHANDANI

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Professional Summary

Results-oriented pre-sales executive with extensive experience in the real estate sector. Has proven expertise in tailoring technical presentations and pre-sales to support growth. Other competencies are in the areas of assessment of customer needs, collaborative teamwork for sales goal accomplishment, and effective communication. Have a strong record of relationship building with clients and managing a team to success. Has a strong commitment to employee engagement, continuous improvement, and raising performance. **Skills**

Client Needs Assessment	□ Problem-Solving
□ Salesstrategydevelopment	□ Professionalism
□ Pre-salessupport	□ ExcellentCommunication
□ Teamwork and Collaboration	□ Effective Communication
□ MultitaskingAbilities	□ Active Listening

Work History

Pre Sales Executive

- Kohinoor Group. – SB Road Pune**
- 16/12/2024 to 03/07/2025
- Client Engagement: Actively engaged with prospective clients, understanding their needs, and providing tailored solutions
 - Customer Relationship Management: Maintained strong relationships with clients, ensuring high levels of customer satisfaction.

Pre Sales Executive

- ANP Corp. – Pune**
- 1/10/2022 to 31/08/2024
- Lead Generation & Management: Spearheaded lead generation efforts through various channels, increasing the pipeline of potential clients by 30%.
 - Client Engagement: Actively engaged with prospective clients, understanding their needs, and providing tailored solutions, resulting in a 20% increase in client conversion rates.
 - CRM Management: Efficiently managed CRM systems to track leads, monitor sales activities, and generate insightful reports for senior management. Market Research: Conducted comprehensive market research to identify new opportunities and stay updated with industry trends, contributing to strategic decision-making.

- Customer Relationship Management: Maintained strong relationships with clients, ensuring high levels of customer satisfaction and repeat business.

Customer Care Executive

10/2021 to 03/2022

Q Conneqt Business Solutions – Pune

- Prepared worksite by setting up required tools and supplies.
- Learned wide range of simple and complex techniques from on-the-job training.
- Provided excellent customer service and answered questions related to project timelines and costs.
- Learned proper and safe use and maintenance of power tools, hand tools and safety equipment.
- Worked under guidance of experienced professionals to learn trade best practices and techniques.

Consultant

06/2018 to 11/2020

SME Consultancy Service – Pune, India

- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Collaborated with teams to define, strategize, and implement marketing and web strategies.
- Developed effective improvement plans in alignment with goals and specifications.
- Maintained overall safe work environment with employee training programs and enforcement of safety procedures.
- Helped the client with the vendor registration.
- Created and managed project plans, timelines and budgets.
- Maintained database systems to track and analyze operational data.

Customer Service Executive

07/2016 to 03/2017

Concentrix – Pune

- Resolved customer billing errors by researching issues in system, asking open-ended questions, and determining root causes of problems.
- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Described product and service details to customers to provide information on benefits and advantages.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

Education

Bachelor of Computer Application
St. Miras College For Girls - Pune

Languages

Hindi

English