

Rahul Devdan Bankar

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Summary

- Organized Property Manager (CRM) with diligence, resourcefulness and experience to expand and improve regional operations for multiple locations Self-directed and proactive with strong programmed management abilities.
- Talented CRM Manager with 7+ years' experience in managing and improving procurement operations.

Experience

CRM Executive 03/2022-11/2022

R D Facility & Management Services

- Well versed with the entire process of CRM.
- Handling face to face inquiries from the customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Communicate with customers over call and email regarding their queries.
- Maintained accurate and timely documentation of communication with clients.
- Followup for all type of payment process.
- ERP Handling

PROPERTY MANAGER-(CRM) | 05/2015-12/2021

Madhuban Landmarks- Pune, India

**Projects-7Avenues, Balewadi,
Ekunj Residency, Balewadi,
Oakwood Housing, Sus.**

- High service levels and promptness in handling customer issues & complaints.
- Coordinate with internal departments and vendors to get the concerns resolved.
- Coordinate with facility management vendors and look after their contracts.
- Handled Clients complaints promptly and appropriately, calling in repairmen and other support services.
- Customer and bankers relationship management.
- Ensure possession handover to the customers as per the SOP.
- Organized and participated in meetings to give residents opportunity to ask questions and provide forum for issues to be addressed.
- Communicate with SMC and internal dept. for society handover and facility management.
- Updated account information to maintain customer records.
- Responded to customer requests for products, services and company information.
- Customer and society complaints resolution and escalation management.
- Handling the ERP system.
- Working with society handover & Convenience deed process.
- Ensuring correct documentation relating to agreement for sale registration client profile.

SALES EXECUTIVE 03/2011-05/2015

Madhuban Trading company Aurangabad, India

- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Showcased product features and benefits to drive sales.
- Customized service offerings to accommodate consumer needs.
- Contacted customers to set-up appointments monitor satisfaction levels and Lorell additional offerings.
- Mentored sales representatives in proven to et strategies and best practices.
- Closed large sales in line with company targets.
- Maintained detailed record of toles activities and compares trends to identity underserved areas and opportunities for improvement.

Education

- **Department of Management Dr. BAMU University- Aurangabad, MH | MBA-(Marketing) Appear**
- **Vivekanand Arts Sardar Dalip Singh Sci college - Aurangabad, MH | Bachelor of Arts, 2014**

Certifications

- MS Office
- MSCIT With 100% Marks

Skills

- | | |
|--|-----------------------------|
| • Customer service skills | • Creativity |
| • Decision-making ability | • Problem Solving |
| • Recruitment and training Decision-making strength | • ERP Handling |
| • Professional communication skills Team leadership | • Negotiation |
| • Logistics coordination | • Administrative skills |
| • Critical thinking skills | • Multitasking |
| • Project management | • Cost controls familiarity |
| • Distribution experience | • Record-keeping |
| • Quality assurance standards Inventory coordination | |

Hobbies

- Cricket
- Singing
- Traveling at Historical places

Languages

Marathi, Hindi, English.

I herby declare that above mentioned details are true and complete to the best of my knowledge.
(Rahul Bankar)