

PERSONAL INFORMATION

 Email
sonamdx@gmail.com

 **Mobile**
(+91) 9665714057

💼 Total work experience

KEY SKILLS

Strategic ERP

OTHER PERSONAL DETAILS

City **Pune**

Country INDIA

LANGUAGES

- English
- Hindi
- Marathi
- Gujarati

Sonam Sheth

Sr. Executive CRM

PROFILE SUMMARY

CRM Post sales work. looking all process from booking to Agreement making till Possession.

EDUCATION

2016	 MBA/PGDM Pune University
2012	 B.Sc Pune University

WORK EXPERIENCE

Aug 2024 - Present

- **Sr. Executive CRM**
Kakkad Group
Collect booking form Booking Process Send welcome mail to customer Making payment details in MIS Making Agreement and Possession Agreement Customer follow up for payments and possession Solve customer queries through mail or phone Issuing Payment Receipts, demand letters and reminders accordingly. Preparing and Issuing Possession Letters Co- ordination with the sales team. Completing final Possession process with Customer Satisfaction.

Jan 2024 - Jul 2024 Sr. Executive CRM
Legacy Lifespaces LLP

Collect booking form Booking Process Send welcome mail to customer Making payment details Collect required documents from customer for Agreement process Making Agreement Documents submission to Bank (Demand letter, NOC, GST Letter, Receipts, Floor Plan etc.) Customer follow up for payments Solve customer queries through mail or phone

Apr 2023 - Jan
2024 CRM Executive
Urban Money Pvt. Ltd

Collect all leads from Real estate sales team and maintain in Mis. Distribute all leads to sales person for calling. Maintain Sanction Disbursed & Sanction Undisbursed data in sheets. Maintain Daily login data. Coordinate with builder & bankers for Agreement Process. Raise MCF after Disbursement. Update TCF Status of all booking clients.

Nov 2022 - Mar 2023

4B Network Pvt.Ltd.

CRM Home loan department working with corporate DSA co-ordinating with all NBFC'S & Nationalise bank for post sanction activities.

Oct 2019 - Aug 2022

Administrative Manager

Kiddens Preschool, Daycare & Activity Centre

Manage day-to-day activities at a preschool. Create instructional resources for use in the classroom. Develop academic programs. Monitor students and teachers for progress. Train, encourage, and mentor teachers and other staff. Manage career counselling. Administer record keeping. Supervise teachers, counsellors, librarians, and other support staff. Maintain rapport with parents. Handle tours and marketing. Prepare budgets and annual reports. Work actively with teachers to maintain high curriculum standards. Formulate mission statements. Establish performance goals and objectives. Explain or answer procedural questions. Hire, train, and evaluate teachers. Visit classrooms and observe teaching methods. Examine learning materials. Review instructional objectives and adjust accordingly. Meet with other administrators, parents, and community organizations.

Nov 2018 - Aug 2019

Senior Consultant- sales

360 Realtors

Marketing & selling of residential and commercial properties of renouned developers in Pune.

May 2017 - Oct 2018

Assistant Manager Loan & Operations

Bajaj Housing Finance

Responsible of collection of home loan files from multiple project files & other sources in Pune market. Provide clients details of home loans, with eligibility details, collect documents & provide sanction letter after verification. Create file dockets. Visit various project sites & develop contacts with multiple sources for home loan files. Tie-ups with builders & channel partners

Jan 2013 - May 2014

Admin & HR Operations Executive

Eureka Forbes Pvt. Ltd.

Maintaining physical and digital personnel records like employment contracts and PTO requests Update internal databases with new hire information Create and distribute guidelines and FAQ documents about company policies Gather payroll data like bank accounts and working days Publish and remove job ads Schedule job interviews and contact candidates as needed Prepare reports and presentations on HR-related metrics like total number of hires by department Develop training and onboarding material Respond to employees' questions about benefits (for example, number of vacation days they're eligible for)