

TARUN P. AILANI

Correspondence:

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Professional Summary

Dynamic and dedicated CRM Manager with nearly 5 years of experience in real estate post-sales management, client relationship management, marketing, and sales operations. Adept at managing large-scale projects, team leadership, client servicing, and documentation processes. Hands-on experience with leading CRM software and project management tools.

Work Experience

S.B. Patil Group

CRM Manager | Oct 2024 – Present

- Managing CRM activities for 3 ongoing under-construction projects and 2 post-possession projects.
- Responsible for registration, collection of subsequent payments, preparing builder NOCs, demand letters, and resolving sales-related queries.
- Coordinating possession documentation and client support in collaboration with engineering teams.

Millennium Developers

CRM Manager | Nov 2023 – Sept 2024

- Handled CRM for 5 projects, registering 350+ agreements for two new launches.
- Follow-up with banks and clients for payments and agreement registration.
- Managed collection and possession activities for over 200 flats, including society formation processes.
- Worked proficiently on Konnect Estate Software and also handled on e-registration portal for agreement to sale on govt. website.

S.B. Patil Group

CRM Manager | Aug 2021 – Oct 2023

- Managed complete post-sales operations for the project *Ganesh Paradise*.
- Responsibilities included home loan approvals, registration, collection of statutory charges, and subsequent payments.
- Closed around 20 bookings through direct client interactions & referral from existing clients.

Education

- Bachelor of Business Administration (Finance) – Pratibha College of Commerce & Computer Studies, Pune University (2014)
- Higher Secondary Certificate (HSC) – Sangmeshwar College, Solapur (2004)
- Secondary School Certificate (SSC) – Rogers English Medium School, Solapur (2002)

Key Skills

- CRM Management & Client Servicing
- Post-Sales & Possession Process Management
- Marketing, Sales & Purchase
- Account Mapping & Deal Finalization
- Hardware & Software Troubleshooting
- Documentation and Agreement Management
- Proficiency in CRM Software (SAP, HighRise, Quadra Lite, Konnect Estate, In4Suite)

Industries Information

- Total Experience: 20 Years
- Relevant Real Estate Experience: 15 Years
- Functional Area: Real Estate, CRM, Client Relations

Personal Details

- Date of Birth: 20 March 1987
- Gender: Male
- Languages Known: English, Hindi, Marathi, Sindhi

Hobbies

- Playing Retro Video Games
- Listening to Soft Music
- Travelling

Date:

Place: Pune