

SIMRAN NIYAJ MAKANDAR
Designation: - CRM EXECUTIVE

Mobile: +91 7057457404
Email: simran.nm786@gmail.com

CAREER OBJECTIVE

To contribute my knowledge, skills, and commitment in a career-oriented role within a reputable organization. I aim to leverage my strengths in client relationship management, problem-solving, and team leadership to foster growth, both for the company and myself, while working towards achieving high-profile organizational goals.

PROFESSIONAL EXPERIENCE

Godrej Properties – Pune, India

CRM EXECUTIVE | March 2025 – Present

Responsibilities:

- Handled new customer bookings, ensuring timely processing and conducting welcome calls to build positive client engagement from the start.
- Responded to client inquiries promptly and effectively, fostering long-term relationships through proactive issue resolution and timely support
- Handled client inquiries with efficiency and responsiveness, strengthening long-term relationships through proactive problem-solving and timely assistance.
- Supported clients through the loan process by coordinating with financial institutions to ensure accurate and timely completion of loan documentation.
- Managed post-sales documentation, ensuring accuracy in paperwork and timely collection of payments.
- Coordinated registration schedules, followed up on agreement confirmations and collections, and ensured timely collection of stamp duty amounts.

VTP Realty – Pune, India

CRM EXECUTIVE | October 2023 – February 2025

Responsibilities:

- Managed new bookings, ensuring prompt processing and initiating welcome calls to establish strong client relationships.
- long-term client relationships, ensuring their satisfaction and engagement throughout the post-sales journey.
- Act as the primary point of contact for clients, maximizing customer satisfaction by monitoring customer complaints and handling customer grievances, and resolving their issues for customer retention.
- Lead and manage all aspects of post-sales CRM operations, including payment processing, collections, and client communications.
- Track project timelines, providing clients with regular, timely updates on construction progress and key milestones.
- Ensure the accuracy, completeness, and compliance of all sales and service-related documentation.
- Facilitate seamless communication and collaboration between multiple departments, from initial booking through to possession.
- Support to clients on legal Queries, TDS, registration processes, and other related queries.
- Prepare reports on a daily, weekly, and monthly basis to track performance.
- Assisting customers on allotment of Flats, Registration, Cancellation, Bank Loan Issues, Transfer of Deeds, Debit & Credit Note creation, Bank Loan processing of documents, Responsible for maintaining MIS, and closely working on Preparation of Final work Report.
- Utilize ERP and SFDC software to track client data, manage operational processes, and optimize CRM workflows.

Pradeep Kachare and Associates – Pune, India

Executive | May 2019 –September 2023

Responsibilities:

- Responsible for handling clients' enquiries regarding registration and stamp duty process.
- Coordinated the registration process, managed legal documentation, and ensured seamless execution of property transactions.
- Assisting the customers in the creation of Stamp Duty Challan and registration of agreement documents.
- Ensure registration readiness of the customer & prompt support to the backend team for execution.
- Prepare Data Entry, DHC, and challan for Registration Process.
- Addressed and resolved customer complaints, collecting feedback and implementing corrective actions to improve satisfaction.
- property transactions.

Sangam Industries – Kolhapur

August 2017 - February 2019

- Manage customer data, Accounting, and Salary, releasing other activities, and generate reports to deliver actionable insights.

ACADEMIC QUALIFICATIONS

- **B.Com** – Kolhapur University, March 2017
- **H.S.C** – Pune Board, March 2014
- **S.S.C** – Pune Board, March 2012

TECHNICAL SKILLS

- Salesforce CRM
- In4suite 4.0
- MS Office (Word, Excel)
- Quick learner
- Time management
- Positive attitude

PERSONAL INFORMATION

- Date of birth: 26.02.1996
- Nationality: Indian
- Marital status: Unmarried

ADDRESS: - Satyanarayan Park, Awalwadi Road, Wagholi, Pune.

Date:

(Simran Makandar)