

## CONTACT

- 8698560686
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- punawale,pune.

## EDUCATION

2021 - 2023 | Pune.

### INSTITUTE OF REAL ESTATE AND FINANCE .

- MBA (Project Management) + PGP (Real Estate).

2017 - 2021 | Solapur

### NKOCET

- B.Tech (Civil Engineering)
- 8.40 CGPA.

## SKILLS

- Networking Skills.
- Client Communication.
- Work Management.
- CRM Work.
- Self-motivated.
- Root Cause Problem Solving.

## LANGUAGES

- English
- Marathi
- Hindi

## ACHIEVEMENTS

- Best Performing award at Austin Lush.
- Certificate Of Appreciation for sold project (Rama Ultima).

# NIKHIL HEJRAO

## SENIOR CRM EXECUTIVE

Senior Executive with extensive experience in managing CRM process at Garve Group. Demonstrated expertise in market analysis, pricing strategies, at Relation Real tech Pvt. Ltd. Proven ability to cultivate strong relationships with Clients, channel partners, customize service offerings, and develop innovative selling& CRM strategies. Skilled in networking, client communication and leadership. Committed to maintaining safe working environments and achieving target results through effective team collaboration. Career goal: To leverage extensive selling& CRM experience to drive growth and customer satisfaction in a dynamic organization.

## WORK EXPERIENCE

- Garve Group | Senior CRM Executive** 2024 - PRESENT
  - Responded to client queries via email, phone, and chat, ensuring a high standard of customer satisfaction.
  - Managed CRM tasks including recovery efforts with bankers.
  - Drafting agreements & Schedule Agreement.
  - Coordinated with clients about the status of ongoing work. Generate daily, weekly, and monthly reports.
  - Supported daily CRM operations.
  - Support all customers with Calculations like SDR, GST, OC.
- Relation Realtech Pvt.Ltd. | Sales /CRM Executive** 2022- 2024
  - Conducting Residential Sales .
  - Taking recovery from clients.
  - Customized service offerings to accommodate consumer needs.
  - Showcased product features and benefits to drive sales.
  - Focus on establishing strong relationships with channel partners and ensuring regulars Communication with their clients.