

Divya Motwani

Experienced Professional at **LODHA, RUSTOMJEE & RUNWAL** with a proven track record in customer experience, collections, escalation management, possession process handling, and loyalty sales. Adept at improving processes and ensuring customer satisfaction while driving revenue growth.

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Objectives

A highly accomplished and results-driven professional with **7 years** of expertise in customer relationship and lifecycle management, collections, and team leadership within premier real estate organizations. A persuasive communicator with exceptional interpersonal, presentation, and negotiation skills, adept at fostering strong client relationships. Passionate about contributing to a dynamic organization by leveraging my expertise to drive business success while advancing my professional growth.

PROFESSIONAL EXPERIENCE

RUNWAL Group – Assistant Manager- Customer Care – Mar '21 to till date (4 years).

KRA: Customer Experience, Collections, Escalations Management & Loyalty Sales

- Strategically managed demand planning and work allocation to maximize collections ahead of deadlines, achieving a target of ₹110Cr (140% of KRA) in FY 23-24.
 - Proactively handled escalations, going the extra mile to resolve disputes related to interest charges, collections, sales commitments, and possession queries, ensuring seamless customer satisfaction.
 - Cultivated strong relationships with internal stakeholders, including Home Loan, Accounts, MIS, and SFDC IT teams, to drive process efficiency.
 - Ensured timely disciplinary actions and case resolutions in alignment with the company's best interests, achieving an outstanding CSAT score of 4.2/5.
 - Well-versed in systems such as SFDC, Ozone Tel, and Microsoft Office for efficient workflow management.
 - Possess a comprehensive understanding of legal frameworks and procedural compliance, enabling the resolution of complex disputes, including DOC, IOM, DOR, registration processes, default notices, and demand letters.
 - Achieved a significant milestone in loyalty sales by leveraging strong client connections, contributing to ₹30Cr in revenue.
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RUSTOMJEE Group – Customer Relationship Executive Nov '19 – Mar '21 (1.5 years)

KRA: CRM & Collections – Escalation management – Possessions handling – Loyalty sales.

- Handled **Collection process for residential customers for premium and luxury project.** Mainly includes customer reason for delay in payments and help to resolve as per company norms.
- Ensured for accurate documentation of **NOC, Agreement and Demand letters.**
- Excellence in executing for welcome calls, greeting emails and booking entries.
- Worked on **SAP, RDS and MS-excel** for updating, reports and analyse **customer data for work target achievements.**
- Ability to handle collection target pressure with positive attitude to achieve organization goals.
- Managed customer escalation on site related to agreement, collections and other documentation.

LODHA Group – Customer Relationship Manager Feb '18 – Nov '19 (1.10 years)

KRA: CRM & Collections – Escalation management – Possession handling – Loyalty sales.

- Ensured management and resolutions of all post sales customer complaints and queries within TATs.
- Handled entire **cycle of payment collection process.**
- Excellence in possession handover meets which involves briefing and convincing to customers about possession documents, city management information and rules and regulations.
- Worked on customer loan requirement, documentation and coordinated with banking teams.
- Execution of different processes to perfection at important stages in the customer lifecycle like customer on boarding, agreement and handover of possession.
- Key associate of Possession events, festival possession promotions, & engagement programs.
- Achieved **excellent customer CSAT in customer relationship managements.**
- Strategically planned escalated and delayed project worked on each and every handover, Resulted **100% achievement of peacefully handovers.**
- Have a customer centric approach. Taking ownership of complex issues and resolving the same.
- Escalation management, customer negotiation and closure on critical cases to avoid legal escalations.

Education

Pursuing MBA	Welingkar institute	Marketing	2023
BCOM	Mumbai University	Finance Management, Business Banking and Business Communication	2018
HSC	R.K. T	B.COM	2015

REWARDS

- Top collection performer for 3 Quarters in RUNWAL group.
- Awarded as outstanding performer in Excellence Customer service FY 18-19 in LODHA Group.

LEARNINGS

- Computer skills – MS Office (word, excel and PowerPoint).
- In-house certification on Understand Consumer Behaviours and Building Positive Customer Relationships.
- Conducted training and developmental activities for new joiners under Customer care, possession processes and loyalty sales.

Personal Information

- Location: Palava city- Dombivli East- Mumbai, India
 - Availability: Open to opportunities in real estate & customer experience roles
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