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Nikhil Bhandari

SUMMARY

- Ability to communicate effectively with both customers and associates.
- Smart working and quick learner, always open to new ideas and suggestions.
- Enjoy learning new methods and ideas and putting them into daily practice.

PROFESSIONAL EXPERIENCE

Xpressbees logistic Pvt Ltd. (Customer Care Representative)

Jun '17 – 10 Apr'19

Worked in CC, Mailing Team:

- 1) Inbound Call Process - To handle customer inquiries and provide appropriate guidance.
- 2) Emailing Process - Responding to customer inquiries and resolving issues via email communication.

Godrej Properties Ltd. (Customer Relationship Management-CRM)

11 Apr '19-Present

Roles and Responsibility:

- 1) Managed launch / Allotment Day for CRG dept. to Effectively Manage Customer Crowd, Keep Track of New Booking Forms/ Collect Cheque and Resolve Customer Queries on Desk of Booking.
- 2) Handled Customer Base for Customers from Project “Godrej Hill Retreat, Godrej Hillside 3 & the Gale” With Below Key Responsibilities:
 - Onboarding of customer
 - Welcome Call (Explain Cost sheet, Applicant Personal Details, TDS, Possession Timeline, Payment Details & Upcoming Demand)
 - Collection Call / Follow ups
 - Legal communications to defaulters (Due & Registration defaulters)
 - Customer Delight Events
 - Ticket System for Service Request
 - Site Visit

Registration Process:

- 1) Create a draft (Agreement for Sale) that includes the clients's Personal Data, Property Details, and Parking Details Payment Plan of Customers as per Cost Sheet need to mention in Agreement.
- 2) Explain Stamp Duty Payment & Registration Charges to clients.
- 3) Assist the client in paying SDR via the government website (IGR & GRAS), and after the client's confirmation, align for the registration procedure.
- 4) There are Online & Offline registration procedure for clients. As Per the Convenience we do registration.

SOFTWARE PROFICIENCY

- Salesforce
- MS Excel (Advance)
- MS Words

ACADEMICS

Schooling

St Jude High School
1st to 10th Class

Mar'08 - Jun'09

Dehu Road Pune

Higher Education

Maharashtra Board from Dr. D. Y. Patil Arts, Commerce & Science
College Akurdi
11th to 12th Class

Sep'12 - Jun'14

Akurdi Pune

Academic Degree

Yashwantrao Chavan Maharashtra Open University
1st Year to 3rd Year

Jun'17 to May'19

Shivajinagar Pune

PERSONAL DETAILS

Home Address

Main Bazar, Dehu Road, Pune 412101.

- Languages known - English, Hindi and Marathi.
- Date of birth : 07 July 1992
- Gender : Male

Date: / /

Signature

