



## **GANESH GOPAL SANDULA**

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### **PROFESSIONAL SUMMARY**

**11+ years of experience in Client Relationship and Client Management in the Real Estate industry. Proven track record of managing complex projects, exceeding client expectations, and fostering long-term relationships. Skilled in overseeing agreements, collections, and possession handover formalities, while effectively leading and mentoring teams to achieve organizational goals.**

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### **Professional Experience**



## **SOLITAIRE**

### **Duration**

**December 2023 – February 2026 | 2 Years 2 Months**

**Customer Relationship Manager (Assistant Manager)**

My roles and responsibilities include managing individual projects, overseeing bookings, agreements, and collections. Additionally, I have been leading two major projects, one commercial and one residential, handling a team of three members through the entire process, including bookings, agreements, collections, and possession.

- Handled high-value project tickets.
- Coordinated with the sales team to manage new booking logins.
- Sending allotment letters, stamp duty and registration details, and due amount demands required for the Agreement to Sale.
- Planning and coordinating the Agreement for Sale registration execution process along with proper Bank Loan/Self-funding letters.
- Coordinating the home loan process, preparing legal document sets, NOCs, and floor plans as per bank requirements.
- Conducting regular follow-ups for slab-wise payments and ensuring the collection of dues from existing clients.
- Ensure to cross-check daily team collections and registration updates in the SFDC module & Other details as per required.
- Assisted customers with queries, requests, and complaints.
- Provide back-end support to the sales team in Launch for business development.
- Provide project information and construction updates to customers regularly.
- Collaborated with other departments, such as marketing and finance, to achieve organizational goals.
- Handled projects where the possession timeline is exceeded along with possession handover formalities with taking care of Snag list.
- Arranged timely team meetings with the engineering team to address possession tracking, ensuring better understanding and communication of project status to customers
- Looking after team daily activity requirements.
- Delayed Possession Compensation Possession handover
- Attended a consultation for a RERA-filed customer hearing



### Duration

**September'2018 – December'2023 | 5 Years 3 Months**

### **Customer Relationship Manager**

- Experienced in Preparing & maintaining all the essential documents such as Allotment Letter, Stamp Duty & Registration details demand, Due Amount demand required for Agreement to Sale with proper Bank Loan/ Self-funding letter, Possession formality Document.
- Preparing MIS report like Customer outstanding statement
- Co-ordinate Home loan process-prepare legal document set, NOC, Floor plan as per bank Requirement.
- Planning & Co-ordination Agreement for sale Registration process.
- Visit Sub registration office/Haveli if customer need helps in Agreement execution.
- Regular follow-up of slab-wise payment and ensuring the collection of dues from the existing client. Receiving payment and issuing receipts for same
- Customer Care Roll – Assist to customer for query, request, complaint.
- Building and Managing Personal Relationship with different Clients
- Coordinating with the sales team for Back end support
- Provide project information & construction update to customers as per request.
- Handling high level ticket size customer service
- Property Tax



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### Duration –

**December'2014 – July'2018 | 3 Years 7 Months**

### **Sales & Customer Relationship Manager**

- Managed residential and commercial projects, presenting site presentations to walk-in customers
  - Attended meetings and Business Conferences with prospective clients.
  - Maintaining the Quality of services for company's Goodwill and getting more bookings with the help of effective Market Research.
  - Handling Broker's & clients queries.
  - Active Participation in Product Launching and Expansion of Business.
  - Conducting and taking active participation in Exhibitions and Promotions of product.
  - Controlling back-office staff to update records and financial transactions.
  - Preparing & maintaining all the essential documents such as Welcome Letter, Stamp Duty & Registration details demand note, due installment demand Note, Agreement to Sale, Possession formality Document.
  - Follow-ups with customers for due & pending installments.
  - Planning & Co-ordination Agreement for sale Registration process
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## SKILLS

- Proficient in CRM tools: SFDC, SAP, ERP
- Data analysis and reporting (MIS preparation, visualizations)
- Customer service and relationship management
- Coordination of agreement registration and possession processes
- Excellent communication and problem-solving abilities

## Data Analytics

- Analyzing monthly registration and Un-registration data to identify trends and patterns.
- Calculating and reporting the total collection amount for each month and comparing it to the AOP (Annual Operating Plan) to track performance and identify any deviations.
- Monitoring daily collection and registration activities and generating daily reports to keep management updated on the progress and performance.
- Creating visualizations and charts to present the summary of registration and collection data to management in an easily understandable format.
- Providing recommendations and insights based on data analysis to help management make informed decisions and improve collection and registration processes.

## Qualification

- Cleared SSC Board from City International School - March 2010
- Cleared HSC Board from Singhad Junior College - June 2012
- Cleared B.com from ISME (Distance education) - March 2016

## Personal Information

- Date of Birth : 12<sup>th</sup> Dec 1992
- Languages Known : English, Hindi, Marathi, and Telugu.
- Permanent Address : Wanawadi, Pune-411040

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Place: Pune

Ganesh Sandula