

Address:

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Experience in senior level assignments in the field of Client Relationship Management, Team Management & Business Development, with the leading organizations

- ▶ A competent professional with 16 years of experience in Operations, Business Development, **Relationship Management**.
- ▶ A proactive leader and planner with expertise in **Business Development, Client Relationship Management**.
- ▶ **Streamlining work flow** and creating spirit of team work environment to enhance **profitability** inattentively for reputed business houses
- ▶ An **effective communicator** with exceptional **relationship management skills** & hospitality with ability to manage people.

AREAS OF EXPERTISE

Customer Relationship Management

- Ensuring customer satisfaction by achieving delivery of service quality norms.
- Strategizing policies & procedures in the operating systems to achieve greater customer delight.
- Reviewing & interpreting the market trends/ client feedback to attune the business strategies as per the guest requirements & expectations.

Team Management

- Imparting/ organizing training programs for achieving pre planned business targets.
- Leading, training & monitoring the performance of team members to ensure work efficiency.

EXPERIENCE SUMMARY

Manager-CRM with ABS Tools and Die Private Ltd. since July 2020 to January 2025

Key Responsibilities:

- Managing daily operations, including client communication, marketing, management and financial planning.
- Established and maintained relationship with key clients, resulting in long term partnership.
- Developed and implemented marketing strategies, resulting a good growth in client base.
- Implemented innovative marketing campaigns, leveraging social media and email marketing.
- Generating monthly reports to track financial performance and identify areas of improvement.
- Recruited, trained and supervised a team of 6 employees, fostering a positive and productive work environment.

Since April 2017 to June 2020 with Samiah International Builders Ltd. as Manager- Back Office

Key Responsibilities:

- Team Handling of 3-4 CRM Executives
- All the Documents formalities like Offering of Possession Letter, Indemnity, Maintenance Agreement etc.
- Customer handling & Customer relationship Management throughout life cycle Post sales.

- Endorsement/ transfer of units, Name Addition/Deletion, Death Case. Cancellation/Refund.
- Full and final Settlement of Customer at the Possession.
- Recovery of Payments from the customer.
- Issuing Welcome letter, Provisional allotment letter, Allotment letter, demand & Receipts.
- Reminder to clients for payment of the outstanding through letter & other means, issuing of Demand Letter.
- Provide inputs to Head Customer Care and Regional Sales Head on MIS data and customer requirement & feedback
- Ensure complete and comprehensive documentation of all customer related records.
- To prepare status report on various stages of progress using Pinga.

Since March 2010 to March 2017 with Samiah International Builders Ltd. as Asst. Manager

Key Responsibilities:

- Team Handling of 2 CRM Executives
- Preparation of daily/weekly and monthly report on collections
- Take care of loan documentation, bank matters related to NOC
- Customer handling & Customer relationship Management throughout life cycle Post sales.
- Endorsement/ Transfer of unit, Name Addition/Deletion, Death Case. Cancellation/Refund.
- Handing over possession of flat and complete possession formalities.
- Interacting with customers for all unit related queries i.e. fittings and all the document related queries and resolving them.
- Issuing Welcome letter, Provisional allotment letter, Allotment letter, demand & Receipts.
- Closed Coordination with sales & Accounts department .
- Full and final settlement of the customer with demand, interest and other charges at the time of Possession.
- Reminder to clients for payment of the outstanding through letter & other means, issuing of Demand Letter.
- Coordination with banking/financial institutions and provide them TPT, PTM and required document .
- Responsible for **MIS**, monitoring all documentation, agreements and registrations as well as monitoring/ follow-up for payment and collections..
- Provide inputs to Head Customer Care and Regional Sales Head on MIS data and customer requirement & feedback
- To analyze feedback from customers and the trends to sales queries and provide feedback to the Sales and Marketing teams
- To prepare status report on various stages of progress

Projects Handled:

- Samiah Garden City, a Group Housing at Hapur with 1200 Flats.
- Green View-II, Luxuries Flats at Greater Noida.
- Samiah NRI Lake City, a Town Ship at Rudrapur.
- Singapore Residency, Luxuries Flat at Greater Noida.
- Samiah Raksha Retreat, Second Home at Nainital.
- Melrose Square & Melrose Avenue, Group Housing at Lucknow.

Since August 2008- December 2009 worked with Cipla Ltd. as a Management Trainee

Responsibilities:

- Responsible for the achievement of the sales target set by the company.
- Maintained and updated the market search and sales reports.
- Built and maintained the relationships with the customers and suppliers.
- Prepared market surveys, report on competitors strategies etc.
- Responsible for providing quotes, generate sales, promote sales and marketing.

- Conducting product campaigns and generating business through bringing awareness amongst the corporate.
- Responsible for Quality of Sales check for the team
- Exploring marketing of products through personally meet the customers and motivating the Team Member to increase the sales rate.
- Providing good services to our new customers and solve their queries.
- Taking care of after sales services.

ACADEMICS

Degree	Year	Institute	University/ Board
MBA	2006-2008	Bharat Institute of Management & Technology, Meerut	U.P.T.U. (UGC Govt. of India)
M.COM	2012-2014	Vardhaman College, Bijnor	M.J.P. Rohailkhand, University
B.Com	2003-2006	Vardhaman College, Bijnor	M.J.P. Rohailkhand, University
Higher Secondary	2003	Bijnor Inter College	Allahabad Board
IO"	2001	Mahatma Gandhi Inter College	Allahabad Board

COMPUTER PROFICIENCY

Well versed with ERP Software/ Tally ERP 9, MS-Office (MS-Word, MS-Excel, MS-Power Point), and Internet etc.

JOB OBJECTIVE

My Goal is to pursue my career in an organization having congenial work environment and ample of opportunities to learn and move towards personal and professional growth. Excellent communication and relationship management skills, analytical bent with the ability to relate to people at all levels. Seeking managerial assignments to become a successful professional learning through efficient work culture while contributing to the success & growth of the organization.

PERSONAL DOSSIER

Father Name: Mr. Irfan Ahmed
Mother Name Mrs. Dilshad Khanam
Date of Birth: 20th March 1986
Languages Known: English, Hindi, Urdu
Marital Status: Married
Gender Male
Nationality Indian
Passport number U5430595

Date:

Place:

(DANISH IRFAN)