

NIKITA SAPKAL

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KEY ACCOUNTS & PR EXPERT

Offering 6+ years of Pioneering Success in Delivering Optimal Results and building business relations

CAREER ABSTRACT

- An astute and strategic professional, offering a productive experience of **7+ years** in managing the spectrum of **Strategic planning, Administration, Business relations, interpersonal skills and managing the PR machinery, Communication and Sales**; thereby achieving verifiable year-after-year success by building business relations and managing clients and driving towards business growth objectives; currently working as **Relationship Manager with Full Basket Property Services Pvt. Ltd.**
- A qualified Commerce graduate professional and pursuing Masters in Business Administration, possess an attitude of go-getter coupled with multi-tasking abilities in driving business relations and driving revenues towards achievement of organizational goals.
- Successful in building relationships with upper-level decision makers, and drive revenue and sales for the organization.
- Comfortable interacting with multiple levels of organization, management and staff; work accurately and prioritize and consolidate tasks; resilient with a high level of integrity and energy experience.
- Exceptional communication, presentation & interpersonal skills with proficiency at grasping new concepts quickly & utilize the same in a productive manner. Goal-oriented, systematic planner with a big-picture perspective. Excellent man-management, time management, and analytical skills

CAREER PROGRESSION

BOSTON IT SOLUTIONS- MUMBAI

FEB 2020 – DEC 2020

Relationship Manger & KEY ACCOUNTS MANAGER

- Responsible for onboarding clients by understanding their IT and Hardware requirements. Prepare a sales presentation to match their needs.
- Was doing B2B sales to large companies and corporates. Was into sales of complete IT setup including high spec IT hardware and imported hardware, was also doing sales for super micro-IT products in India.
- Prepare sales quotations and negotiate the deals with clients. Manage end to end sales process, viz, Prospecting, suspecting, sales presentation doing the sale, onboarding, managing and servicing the client.
- Used referral and linkedIn extensively for client prospecting along with the calling from company data.
- Was a key Part of BTA (Boston Training Academy) which provides advanced online courses for IT employees.
- Have prepared sales pitch and presentation for BTA and was spearheading the sales of online teaching classes for IT employees.
- Have sold more than 60 courses in less than 6 months.
- Was also acting as **KEY ACCOUNT MANAGER** for existing clients by understanding their requirements and servicing them time to time. Was one stop solution for the existing clients.

FULL BASKET PROPERTY SERVICES PVT. LTD. - MUMBAI

AUG 2017 – OCT 2019

Relationship Manger & CRM

- Entrusted with developing relations with Builders and clients and drive business for the branch by reaching predetermined targets
- Overall responsibility of general administration, client relationship, builder relationships and Business development and revenue generation for the branch.
- Formulated new vision & strategic direction for development of Mumbai branch by taking key decisions on builder selection and lending a helping hand in employee recruitment and managing the branch administration and CRM
- Strived to put across the efforts for the company by making Mumbai branch profitable in just one year by taking key decisions and delivery results and achieving goals in pre decided way.
- Accountable for setting & achieving the top-line for Mumbai branch and also played a key role in strategic decisions along with the top Management.
- Demonstrated track record of driving growth, reducing costs, improving operations, and successfully creating solutions for

complex business problems.

- Core work schedule included calling upon the clients provide them need based solutions and suggest appropriate property for them and generating revenue for the branch by following the due process.
- Effective in developing builder and client relations and cracking complex deals for benefit of the company.
- Developing PR machinery and building interpersonal relations with key parties of the business.
- Initially managed the CRM and back office for Pune branch and instrumental in setting up the back operations process for the branch which in turn helped in business development.

Key Highlights:

- Played a key role in setting up of Mumbai branch operations for the company
- Ensured profitability of the branch in less than 1 year and also helped in developing builder relations in Mumbai.
- Process set up of bac operations for Pune branch

GADGIL DEVELOPERS PVT LTD - PUNE

OCT 2015 – JUN 2017

CRM & SALES EX

- Shouldered the responsibility for complete back operations and client relationship and post sales services.
- Played a key role in all 3 sales functions, presales, sales and post sales service to the client. Played an active part in pre-sales by filtering the clients and fixing visits for them and giving basic details of the property.
- Accountable for post sales service to the clients and also used manage their records and follow up with them for payment process

CONCENTRIX DAKSH (IBM) MUMBAI

FEB 2015 – SEPT 2015

- Meticulously managed the business records and MIS, client service files and office equipment files and records.
- Answer customers' questions through mail, and provide information on procedures
- Create, maintain, and enter information into databases
- Identify, research and resolve customer issues using various methods
- Complete logs and reports as needed
- Reviewing files and records to answer request for information
- Typing documents and correspondence, Maintain filing system

PREVIOUS ASSIGNMENTS

Worked with big corporates like **IDBI BANK & SYMPHONY INTERNATIONAL** in client relations and back operations.

Achievements in Real Estate Industry

- Successfully started a new branch in Mumbai for **Full Basket Property Services PVT LTD**. Pioneered the branch set up and helped the company in overcoming the initial hiccups and established builder relations
- Spearheaded the efforts of process set up for back operations and CRM in Pune branch and successfully established the operations process and client relationship guidelines for the branch.
- **Made Mumbai branch of Full Basket Property Company achieve break even and making it profitable in just about a 1 year.**
- Established connect with multiple builders and developed good relations with them for Mumbai branch of Full basket Property.
- Won the Key account of Mahindra Life spaces for Full basket Property
- Played a key role in establishing the CRM department and designing the customer service and post-sale service module for Gadgil developers Pune
- Have been accredited and rewarded for efficiently donning multiple roles viz. presales,sales and post sales in Gadgil developers.

EDUCATION

**B. Com from SNTD University
Pursuing MBA (distance) from Symbiosis University Pune**

References and verifying documentation furnished upon request

