

SUNDARA RAO KOLLA

MBA (Finance & Marketing)

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Career Objective

Seeking a position with a dynamic organization where I can learn as well as contribute to the growth of the organization with my skills.

Work Experience

1. Company Name : **Garden City Realty Private Limited (ICONICA PROJECTS)**
Designation : Deputy Manager - CRM
Duration : 12th August 2019 to 30th June 2020.

Job Responsibilities

- Responsible for handling client issues/ grievances/ payment & handing over the possession to the clients for the upcoming / existing projects.
- Will follow up on every issue and ensure complete satisfaction and maximum utilization of the Flats and services sold to Clients.
- Maintain complete and accurate customer correspondence data.
- Handling Grievances of the clients and satisfying them in convincing manner.
- Implementation of new formats for smooth functioning for CRM as per the client satisfaction. Assist in making major business decisions.
- Planning of Payments plan /Bank Loans PLC/BSP etc. at the time of launch of new projects. Preferential location charges, basic sale price. Responsible for submission cash flow, MIS to the management and inventory for all the projects.
- Coordination with legal & other department for legal & other matters.
- Coordination with accounts for routine activities on daily basis.
- Maintaining the record of Broker Empanelment.
- Timely dispatch of demand letters/ reminders and cancellation.
- Responsible for Handling the Allotments and Re- allotment of the residential projects.
- Timely issuance of assured return Cheque for projects
- Timely execution of apartment buyer agreements and transfers of units for all the projects.
- Verification of Transfers and reallocations of the apartments on day to day basis.
- Regular meetings with the team on a weekly basis.
- Coordination with the banks for disbursements in coordination with financial departments.
- Responsible for Implementation of ERP software for CRM as and when required.
- Responsible for maintaining the record of advertisements with coordination with PR for deduction in advertisements of brokers share.
- Responsible for handing over the possession of several projects to the clients.
- Provide proper refund and compensation to clients on time.
- Solve the customer queries. Backend support, Business feeding, applications data entry, applications corrections etc., Leading functional heads in Operations, Audit and Compliance.

2. Company Name : **Rajapushpa Properties Private Limited.**
Designation : **Manager - CRM**
Duration : **13th June 2019 to 11th August 2019.**

Job Responsibilities

- Responsible for handling client issues/ grievances/ payment & handing over the possession to the clients for the upcoming / existing projects.
- Will follow up on every issue and ensure complete satisfaction and maximum utilization of the Flats and services sold to Clients.
- Maintain complete and accurate customer correspondence data.
- Handling Grievances of the clients and satisfying them in convincing manner.
- Implementation of new formats for smooth functioning for CRM as per the client satisfaction. Assist in making major business decisions.
- Planning of Payments plan /Bank Loans PLC/BSP etc. at the time of launch of new projects. Preferential location charges, basic sale price. Responsible for submission cash flow, MIS to the management and inventory for all the projects.
- Coordination with legal & other department for legal & other matters.
- Coordination with accounts for routine activities on daily basis.
- Maintaining the record of Broker Empanelment.
- Timely dispatch of demand letters/ reminders and cancellation.
- Responsible for Handling the Allotments and Re- allotment of the residential projects.
- Timely issuance of assured return Cheque for projects
- Timely execution of apartment buyer agreements and transfers of units for all the projects.
- Verification of Transfers and reallocations of the apartments on day to day basis.
- Regular meetings with the team on a weekly basis.
- Coordination with the banks for disbursements in coordination with financial departments.
- Responsible for Implementation of ERP software for CRM as and when required.
- Responsible for maintaining the record of advertisements with coordination with PR for deduction in advertisements of brokers share.
- Responsible for handing over the possession of several projects to the clients.
- Provide proper refund and compensation to clients on time.
- Solve the customer queries. Backend support, Business feeding, applications data entry, applications corrections etc., Leading functional heads in Operations, Audit and Compliance.

3. Company Name : **Janapriya Engineers Syndicate Private Limited**
Designation : **Relationship Manager - CRM**
Duration : **18th May 2016 to 12th June 2019.**

Job Responsibilities

- Responsible for handling client issues/ grievances/ payment & handing over the possession to the clients for the upcoming / existing projects.
- Will follow up on every issue and ensure complete satisfaction and maximum utilization of the Flats and services sold to Clients.
- Maintain complete and accurate customer correspondence data.
- Handling Grievances of the clients and satisfying them in convincing manner.
- Implementation of new formats for smooth functioning for CRM as per the client satisfaction.
- Assist in making major business decisions.
- Planning of Payments plan /Bank Loans PLC/BSP etc. at the time of launch of new projects.

- Preferential location charges, basic sale price. Responsible for submission cash flow, MIS to the management and inventory for all the projects.
- Coordination with legal & other department for legal & other matters.
- Coordination with accounts for routine activities on daily basis.
- Maintaining the record of Broker Empanelment.
- Timely dispatch of demand letters/ reminders and cancellation.
- Responsible for Handling the Allotments and Re- allotment of the residential projects.
- Timely issuance of assured return Cheque for projects
- Timely execution of apartment buyer agreements and transfers of units for all the projects.
- Verification of Transfers and reallocations of the apartments on day to day basis.
- Regular meetings with the team on a weekly basis.
- Coordination with the banks for disbursements in coordination with financial departments.
- Responsible for Implementation of ERP software for CRM as and when required.
- Responsible for maintaining the record of advertisements with coordination with PR for deduction in advertisements of brokers share.
- Responsible for handing over the possession of several projects to the clients.
- Provide proper refund and compensation to clients on time.
- Solve the customer queries. Backend support, Business feeding, applications data entry, applications corrections etc., Leading functional heads in Operations, Audit and Compliance.

4. Company Name : **Dreamland Ventures Private Limited**
 Designation : Computer Operator
 Duration : 17th August 2012 to 10th October 2015

Job Responsibilities

- Worked as an Assistant Branch In-charge. Preparing Day cash, Reports summary.
- Handling all (Departments) sections like Cash Received, Payment, Issuing receipts, vouchers, collection cards & Bonds, dispatch etc., Preparing first installment receipts.
- Issuing business statement numbering & received cash from customers & agents.
- Giving the information to clients for their queries.
- Backend support, business feeding, applications data entry, applications corrections etc.,
- Leading functional heads in Operations, Audit and Compliance.

5. Company Name : **ICICI Bank Limited**
 Designation : Junior Officer
 Duration : 16th August 2010 to 18th January 2012

Job Responsibilities

- Handling Jewel Loan Department, Both Sales & Marketing and Gold loan operations..
- Customers file verification before issuing the jewel loans. Also do cross selling.
- Giving the information to clients for their queries.
- Current and Saving Accounts opening & other banking related products.
- Customers file verification before issuing the jewel loans.
- Giving the customer services to banking, also do cross selling.
- Leading functional heads in Operations, Audit and Compliance

6. Company Name : **M/s. P.V.K. Rao & Co.**
Designation : Audit Assistant
Duration : 05th May 2007 to 10th September 2008.

Job Responsibilities

- Accounting operations in Tally. Handling Accounts Department.
- Preparing entries, ledgers, and Profit & Loss Statements. Preparing Balance sheets.
- Maintaining all type of accounting books and registers.
- Preparing monthly, quarterly, half yearly and annually Sales tax and vat tax statements.
- Leading functional heads in Operations, Audit and Compliance.

Educational Qualification

- MBA (Finance & Marketing) from VIPS College in 2010.
- B. Sc. (M.P.C) from D. N. R. College in 2007.
- Board of Intermediate from Green Card Junior College in 2004.
- S.S.C from A. P. Residential School in 2002.

Technical Skills

- **Operating systems** : Windows XP, Windows 98, Fedora
- **Packages** : Diploma in Computer Applications & Tally 5.4, 6.5, 7.2 & Tally ERP 9.0

Strengths

- ❖ Self Confident, Hardworking, Patience.
- ❖ Strong Self Belief and Punctuality.
- ❖ Good communication Skills.
- ❖ Ability to Learn New Skills.

Personal Details

Name : Sundara Rao Kolla
Father Name : Dalayya Kolla (Late)
Date of Birth : 12/08/1987
Sex & Marital Status : Male & Single
Nationality & Religion : Indian & Hindu
Languages Known : Telugu, English & Hindi
Hobbies & Interest : Surfing Internet & Cooking

Declaration

I hereby declare that the above particulars are true and correct to the best of my knowledge.

Place:

Yours Truly,

Date:

(Sundara Rao Kolla)