**PRAMOD KHAPLE** 

**Manager**

**CRM, MIS & Post Sales (Operations)**

**E-Mail:**

pramod.khaple18@yahoo.com

pramod.khaple18@gmail.com

**Contact:**

+91-9029421391

+91-7021102195



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| * For Senior Management. Result driven and dynamic professional with over 6 years of rich experience in MIS, Post sales and commercial domain.
* Associated with Ashford InfoTech Pvt Ltd as Manager.
* Experience in implementing Post sales procedures & finalising as per requirements.
* Skilled in MIS & Commercials functions, viz. preparing and maintaining varies reports.
* Ability to maintain a good team spirit and liaise effectively with business Partners, Bankers and Account Dept, Legal Dept and Site office Team .
* Strong analytical & organisational abilities with adeptness in formulating & preparing MIS for facilitating decision making process.
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| **At Present working with Ashford Group as Manager (CRM, MIS & Post Sales/Backend (operations))****Ashford Group Mar’16 – Till Date****Manager****KEY DELIVERABLES*** Generating & Sending Ageing Reports for particular projects to respective team through.
* Preparing Weekly, Quarterly banker’s MIS Reports.
* Provide Updated Outstanding / Overdue / Net Due/Total Received etc. cases to Higher Authorities.
* Maintaining Weekly, Monthly, Quarterly, Yearly sales MIS report.
* Preparing Quarterly MAHA RERA updation reports to consultant.
* Preparing various customer details Report and collection reports.
* Sending the details asked by HOD's/Director of any customers
* Maintaining records the same & filling of same on daily basis
* Creating Ledger reports (Statement) as per requirement.
* Booking, Payment schedule, Collection entries etc. in ERP (in4velocity)
* Well-known about documents Allotment letters, Sale Agreement, Re-Sale Agreement, Demand letter, Reminders Letter, Cancellation letter, NOC’s, and (Possession) Hand over letter etc.
* Calculating Stamp duty and Prepare Agreements through mail merge etc
* Sending Demand Notices, Reminders, Final Notices & Termination etc. notices inclusive of Interest calculation to clients.
* Co-Ordinate with Legal Team, Pre-Sales Team, Accounts team, Architects and site engineers.
* Follow-up with clients for collections and documentation
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**Work Management**

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**MIS Reporting**

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**Client Relationship Management**

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**Reconciliation**

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**Compliance**

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**Coordination with various Dept.**

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**Team Building & Management**

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**HDIL May’15 – Feb’16**

**MIS Executive**

**KEY DELIVERABLES**

* Preparing MIS, Expected & daily collection Reports etc.
* Maintaining quarterly Sales details report of particular projects.
* Profile includes handling Payment schedules of all projects in excel.
* Generating & Sending Ageing Reports for particular projects to respective sales team through.
* Provide Updated Outstanding / Overdue / Net Due/Total Received etc. to Higher Authorities.
* Sending Demand Notice, Reminders, Final Notices & Termination notices inclusive of Interest calculation to clients.
* Preparing multiple reports extracting data from SAP every day by using excel formulas.
* Creating SMS and Email intimation data for CRM team to help them in their process.

**DB Realty Feb’14 – May’15**

**MIS Executive**

**KEY DELIVERABLES**

* Profile includes handling Payment schedules of all the Town site Projects in excel.
* Daily activity of Generating & Sending Ageing Reports for all the Town projects to respective sales team through.(Developed macros for the same).
* Provide Updated Outstanding / Overdue / Net Due/Total Received etc. cases to Higher Authorities.
* Sending Demand Notice, Reminders, Final Notices & Termination notices inclusive of Interest calculation to clients.
* Preparing multiple reports extracting data from SAP every day by using excel formulas
* Creating SMS and Email intimation data for CRM team to help them in their process.
* Creating Ledger reports (Statement) as per requirement (Developed macro for the same).
* Preparing outstanding ageing report of multiple projects.
* Known about documents Agreement Letter, Demand letter, Reminder Letter, Allotment Letter, NOC’s, Hand over letter etc.
* Testing T-codes at Quality and Development server in SAP for more accuracy in production.

**IGATE Global Solutions Ltd Nov’11 – Feb’14**

**Associate**

**KEY DELIVERABLES**

* Maintaining MIS as per daily basis as well as monthly basis with using Excel formulas E.g. (V-lookup, H-lookup, pivot table, etc.)
* Maintaining IDPN and Audit report as per daily basis.
* Escalation of issues found as per daily basis.
* Checklist report preparation as per monthly basis.
* Checklist report preparation as per monthly basis.
* Support Central (SC) request closer monthly basis as per clients.
* Working on a project Client System Support relevant to application testing of credit card statements.
* Co-ordinate with onsite OSC (On site Coordinators).
* Prebill audit & final audit of Credit Card statements, which is done before statements actually go to the cardholder.
* Audit process includes monitoring and analyzing the statements’ soft copy available in AFP On demand (Software tool of GE which displays statements).
* Ensuring that information present on the statement is for the targeted cardholder by referring matrix prepared by client every month.
* Using the mainframe application to verify the customer data available on FDR tool.

 **EDUCATION**

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* **Bachelor of Commerce**
* University of Mumbai
* 2008-2009
* **H.S.C**
* Maharashtra State Board
* 2005-2006
* **S.S.C**
* Maharashtra State Board
* 2003-2004

 **COMPUTER SKILLS **

* **Basic, MS office, Internet etc.**
* **Typing Speed 30 w.p.m**
* **Tally 7.2**

 **ACHIEVEMENTS**

* **Six Sigma training has been completed successfully**
* **Successfully completed of the idea by using Kaizen methodology**

**PERSONAL DETAILS**

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**Date of Birth:** 9th Aug 1986

**Languages Known**: English, Hindi and Marathi

**Address:** Room No- 81,

Dhammgiri,

Sai Baba Nagar,

Marol Pipe Line,

Andheri (East),

Mumbai – 400059,

Maharashtra, India.

**Nationality:** Indian

**Hobbies:** Listening Music & Playing Cricket

**Current C.T.C**

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7.30 Lakhs P.A

**REFERENCES AVAILABLE UPON REQUEST**

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