

DHRUV PRATAP SINGH

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WORK EXPERIENCE

Residential Realtor | (December 2021 - July 2022)

- Maintained social media accounts to promote properties and interact with potential clients.
- Resolved client concerns related to home purchases to maintain high satisfaction ratings.
- Handled day-to-day activities of real estate office to consistently grow client base and increase revenue.
- Increased home sales through persuasion, negotiation and closing prowess.
- Arranged for inspections and surveys of sold properties.
- Liaised between buyers and sellers to establish favourable prices and negotiate contract terms.
- Compared recently sold area properties to determine competitive market prices.
- Drafted quotes, confirmed orders and managed transfers to handle rental needs efficiently.
- Updated company database with new property listings or added amenities.
- Generated leads for sales and rental properties through cold calls and referrals.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Resolved concerns with products or services to help with retention and drive sales.

HR Executive | **Kamlakshi Infra Developers** (May 2019 - November 2021)

- Delivered services to customer locations within specific timeframes.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Exceeded goals through effective task prioritization and great work ethic.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Responded to customer comments and questions via Live Chat during shifts.
- Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns.
- Computed total costs and profit requirements for customer sales to provide accurate pricing.

INTERNSHIP

Amul gcmmf, Lucknow.

Development of secondary hawkers' channel in Sitapur Road Market

- Development of hawker channel
 - Awareness of product
 - Launch of new product Cow Milk
 - Increase the penetration of paneer and curd
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ACADEMICS

PGDM in Retail Management & Marketing

Jaipuria Institute of Management, Lucknow

Bachelor of Business Administration

Lucknow University

INTEREST

- Travel
- Photography
- Social Work
- Gaming

