SHRADDHA ASHOK DUSANE

Post-Sales Associate – Real Estate (ERP Operations)

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PROFESSIONAL SUMMARY

Results-driven CRM and Post-Sales professional with 2+ years of experience in real estate operations managing portfolios of 250–700+ residential units. Expertise in end-to-end customer service, invoicing support, collections, registration assistance, ERP-based query resolution, proactive communication, and cross-functional coordination. Strong exposure to PMAY, RERA compliance, and high-volume possession management.

CORE COMPETENCIES

- End-to-End Customer Service (Calls & Emails)
- Invoicing & Billing Coordination (ERP-Based)
- Collections & Payment Follow-ups as per AOP
- CRM Query Resolution (ERP / SFDC Adaptable)
- Proactive Customer Communication
- Cancellation Retention & Escalation Handling
- Registration & Documentation Assistance
- DMS & ERP Data Management
- Cross-Functional Coordination

SKILLS

RERA Compliance | ERP: In4Suite, Farvision | Post-Sales CRM | Possession Management | Demand Note Generation | Pre-Possession Inspection & Audit | SLA & TAT | MIS Reporting | Client Escalation Handling

PROFESSIONAL EXPERIENCE

Anarock Property Consultants Pvt. Ltd. – Post-Sales Associate (Aug 2025 – Jan 2026)

- Managing end-to-end customer service for 700+ PMAY residential units via calls & emails.
- Generating demand notes/invoices aligned with construction milestones.
- Supporting collections through structured follow-ups across communication channels.
- Handling registration documentation and approval coordination.
- Resolving customer queries within defined TAT using ERP systems.
- Assisting in DMS uploads, compliance documentation, and audit preparation.

Raunak Group – CRM Executive (Apr 2025 – Aug 2025)

• Delivered 150+ possessions in one month for a 480+ residential unit project.
• Managed invoicing coordination, payment tracking, and milestone communication.
• Conducted proactive follow-ups to ensure timely collections.
• Handled cancellation risk cases and improved customer retention.
• Provided complete registration assistance and pre-possession inspection coordination.

Shweta Infra & Housing (Samraat Group) – CRM Executive (Sep 2023 – Nov 2024)

• Managed customer lifecycle from booking to possession for ~250 residential cum commercial units.
• Coordinated with legal, banking, and site teams for documentation and issue resolution.
• Maintained customer database, MIS reports, and ERP records.
• Assisted in collections and ensured adherence to payment schedules.

EDUCATION

MBA (Marketing) – Savitribai Phule Pune University | 2023 | CGPA: 8.33

B.Sc – Savitribai Phule Pune University | 2019 | CGPA: 8.88

HSC – Maharashtra State Board | 2017 | 70.77 %

SSC – Maharashtra State Board | 2015 | 87%