

Devadas Balachandran

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Objective

A sales/customer care professional with 12+years of diversified experience in managing key sales initiatives for leading corporate entities in the Telecom, credit card and Mortgage industry. Seeking a position to implement acquired business expertise and comprehensive market savvy to catalyse business development and chart a mutually beneficial growth path with a dynamic organization.

Qualification

Bachelor's in commerce(B-COM), Calcutta University.

Work Experience

Altisource Business Solutions Pvt Ltd, since13/06/2011 to present

Department: REO Asset Management

Designation: Team Leader (Residential Sales Consultant)

Promoted to Team Leader in November 2019

Job description:

Managing a team of over 20+ Asset Managers

Role:

- Manage the day to day operation for a team of 20+ Asset Managers.
- Drive the team to deliver the expected output within SLA.
- Monitor team performance.
- Pursue and achieve the set target for the team.
- Prioritizing sales activities and client contact schedule to optimize sales initiatives and achieve stated business objectives.
- Handle escalations, both internal and external.
- Provide feedback as and when required.
- Manage day to day activities of the team including **client reports, audit report, Quality parameters and KPI.**
- Motivate and inspire the team to deliver the best.

Responsibilities:

- Computing sales projections, evolving sales strategies, ascertaining resource and budgetary requirements, contributing to critical policies and decisions necessary to attain stated sales figures.
- Conducting periodic reviews of team members—aligning/planning individual activities with monthly, quarterly and year-end sales objectives.
- Maintaining excellent client relationships.
- Manage day to day activities of the team including **client reports, audit report, Quality parameters and KPI.**
- Give weekly feedback and monthly coaching to bottom 25 %

Designation: Sr. Residential Sales Consultant - Promoted to Senior Residential

Sales Consultant in 2015

Job description:

Handling vacant and occupied REO property sales on bank foreclosed properties in the United States of America. Property handled since day one of boarding in REO including maintenance, preservation and sales.

Review portfolio of 300 plus assets every month and execute contracts and offer processing on behalf of the bank as I do carry the POA (power of attorney) for the seller/banks.

'A' ratings on last 3 years appraisal and also do assist with on job training for new joiners. On an average monthly closes 50-60 files.

Responsibilities:

- Prioritizing sales activities and client contact schedule to optimize sales initiatives and achieve stated business objectives.
- Coordinating with different teams/departments and with individual members of other teams in business unit to conclude any pending issues.
- Ensure we maintain highest standards of quality.
- Analyse, understand and resolve any conflict that arises.

Role: I am part of a sales team, which involves marketing and selling residential properties in the United States. I am also responsible in generating report on daily basis, also being a senior member my role also involves training the new hires and mentoring them understand their responsibilities and achieve these targets.

Responsibilities:

- Using appraisals, BPO's and budgets; create viable business plan that will maximize returns for our investors by selling the property for the highest value in the shortest timeframe.
- To manage a portfolio size 300+ assets, achieving a minimum target of 35% of total portfolio size in a month along with ensuring all compliance parameters are adhered to.
- Maintaining excellent client relationships.

- Assisted my department with 2 major transitions in last 5 years. Was always in the pilot batch and was one of the 2 members who was dealing with special servicing properties directly with client
- Only member from Asset management team who was selected to go to US to get the US bank client in July, however the project was delayed for the time being due to the unforeseen circumstances due to Covid 19

TATA Consultancy Services (TCS).

Worked as a Sr. Process Associate from February 2009 till May 2011. Client: CITI credit cards (US)

Role: CITI credit cards (US)customer care with upselling.

Responsibilities:

- Help customers with any concerns or queries related to their CITI credit cards.
- Up selling products like balance transfer and credit protector.
- Training new hires, enforcing organizational rules and regulations within department.

3 Global Services Pvt LTD.(Mumbai)

Worked as a Customer Relations Advisor in retentions dept From July 2007 till February 2009.

Was promoted to Sr. Advisor in April 2008

Role: Dealing with high value UK 3 customers with queries related to their Network/connection.

Upgrade their connection to another term of 12 or 18 months contract.

Personal Profile

Date of birth	: 16 th February 1984.
Strength	: Quick learner, good communication skill And team worker. Relationship Management. Target achievement. Client oriented

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Statement of Purpose

I have been consistent in my career objectives. My experience of studies has given me the confidence to adapt myself to the rapidly changing technology and to complete the assignments on time. I believe that our organization will provide me the opportunities to further develop the necessary skills needed for tomorrow's environment in the industry.

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Place: Bangalore

Date:03/09/2020.