



PETER PESSO

GENERAL MANAGER – OPERATIONS

PROFILE

A Veteran & professional with over 20 years of comprehensive experience in Customer Experience Management across PAN India, specializing in Real Estate (**Residential and Commercial**), Banking (Cards), and Training. Demonstrated expertise in process excellence, operations management, collections, recovery, and systems automation. Proven track record in leading large teams in diverse sectors, including contact centers and real estate.

Communication Details:

Address: 85/A, Bazar Road,
Bandra West, Mumbai –
400050

9833567168

Peterpesso1207@gmail.com

- Successfully headed a large team at the PAN India level, managing a base of 5000+ Premium base of Customers. Oversaw daily performance of teams across various states, ensuring organizational metrics were consistently achieved. Managed the customer lifecycle from launch to post-possession, enhancing overall customer satisfaction and retention.
- Expertise in The Real Estate Market ty Market, Telecom, Hands on with Consumer Journey Cycle Process, Customer Care and People Management Skills. Diversity in handling multiple project at the same time Pan India Level like Township Projects, Plotting, Villas, Redevelopment Projects, Joint Venture projects.
- Dynamic Leader and mentor able to lead and inspire teams and individuals towards high levels of achievement. Self-starter with a strong focus on results. Excellent communication and interpersonal skills; can relate and interface easily with all levels in an organization; highly adaptable in a multicultural environment.
- A honed professional in ensuring business and teams are strategically aligned to the organization's goals and objectives and in obtaining stakeholder support for imperative training initiatives. Implementation of Tech in the business to ensure we have latest development in the Industry to serve our customers better.

WORK EXPERIENCE

SUNTECK REALTY LTD GENERAL MANAGER – OPERATIONS (MAR 24 TILLDATE)

Managing projects of 3000+ Customer base for Sunteck World City. Heading the Customer Centricity team of 30 RM's including the Team Leaders at Sites. With a Collections Target of 100 Cr per month.

- Target Setting for the entire project and ensuring there is enough revenue generated for monthly collections to be achieved.
- Primary focus on Customer Service and ensure the entire life cycle from Sales to Society handover is created with best process for smooth transition of Customers.
- Working with all department Projects, Sales, Design, Facility team, legal team to ensure all the Daily requirement and Future Launches are in place for Business Continuity.
- Meeting up with Directors once a week for Approvals/Deviation, Daily reviews and meeting when necessary call for.
- Collections and ensure there is enough billing generate monthly as required by the target set by Management and conducting review basis the target to be achieved.
- Understanding of complete planning of process for township project and ensure there are no escalation from Customer.

MAHINDRA LIFE SPACES – DGM OPERATION PAN INDIA – (DEC 21 TILL MAR 24)

Managing projects of 5000+ Customer base across States from Mumbai, Delhi, Pune, Nagpur, Bangalore, Mahindra World City Chennai. Heading the Customer Centricity team of 40 RM's including the Team Leaders and Sites. With a Collections Target of 1200 Cr for the Year achieved 100 Cr per month.

Other aspects of work is outlined below.

- Role includes working on the entire Customer life cycle and liaising with multiple department to get the work done. Primary focus on collections and taking review on collections through SFDC once a week with therespective TL's and their teams. Strategizing and give feedback on what needs to be done better.
- Having fortnightly calls with GM's and CSSO/CFO on collections and cancellation Dashboard to understand the achievements, challenges and approvals needed.
- Weekly calls with Stakeholders like FM, Legal, Liaison, IT to ensure process are constantly worked on and streamlining in processes are happening, calls include discussion around challenges and difficult cases that needs to be closed Jointly.
- Site Visit once every week on Home Ground and once a month across other regions in India Like Pune, Nagpur, Delhi, Bengaluru and South.

GODREJ PROPERTIES – SR. MANAGER OPERATIONS – (MAY 19 TILL DEC 21)

Managing 6 project across Pune for Godrej Properties with a customer base of More than 3000 customers and a team of 15 Relationship Managers. With a huge base of customer the life cycle from onboarding to possession and forecasting Collections with Yearly 200 + Cr to be collected. Another project of plotting has been assigned of 1500 customer's base. Other aspects of work is outlined below.

- Monitoring of On Boarding customers post sales along with collection target to be achieved, booking entry through system and welcome calls including payment entry and Allotment letter to be sent to customers by the team.
- Collections of balance payment along with complete support is given by the team for customer to come forward and register the property, 30 cr plus month collections and 200 Cr yearly target achieved.
- Sustenance collection where 90% amount is to be collected from customer basis OC of project and post registration and till possession with targets of more than minimum 300 Cr forecasted in collections excluding new launches.
- Preparing yearly and Month collections for caste by liaising with Project/Construction team and helping to target maximum billing basis cash flow requirement of the organization.
- Providing Bank Funding support to customer with the help of APF's to be done with major leading bank that helping the organization and customer to transact smoothly.

WADHWA GROUP – SR MANAGER PANVEL TOWNSHIP – (JULY 18 – MAY 19)

Project Details: 450 Acres - 9 tower Pre launched in 2018 with a customer base of 2700

- Heading Vashi Site and overlooking the Sales and Operation for the project (Booking and collection lifecycle).
- Forecasting Monthly and yearly revenue of the project and presenting the same to Director.
- Managing a Training and evaluate the performance of the team who run the daily operation and collection activities for the project (10 to 15 employees).
- Process creation from booking, sales, onboarding and sustenance. Target setting and score card creation for the team.
- Improved the technology by bringing in ERP and SFDC in the project and transitioning all booking on system by creating a back end team for all booking to log in to system.
- Reporting revenue to directors and planning the next phase of launch, Handling Escalation and walk-ins of customers.
- Created the Registration process with the help of Legal team Attending RERA cases and settlements for the project.

LODHA GROUP – MANAGER PAN INDIA OPERATIONS – (SEPT 14 – JUNE 18)

Manager – Real Estate Residential/Outstation Projects/Commercials (Thane/Palava/Hyderabad)

- Project Manager for Commercial/Residential projects (South Mumbai/Thane/Palava), Outstations projects (Hyderabad).
- Managed a Team of 13 Relationship Managers and kept service levels at 95%.
- Handling High Level Escalations/Grievances/ Legal cases and Insured all escalation are Closed within 24 Hours TAT.
- Co-ordination and Liaising with internal stakeholders to ensure resolution of queries & systemic issues
- Focusing on career aspects of the team and conducting monthly reviews with career discussions.
- Training on Sales Force (SFDC), conducted classroom training and Individual training.

JP MORGAN CHASE – TEAM LEADER OPERATION - (FEB 2008 – SEPT 2014)

- Managing a Team of 20 Executive and ensure performance parameters including CSAT scores are meet.
- Process Management – Managing process and their changes and being identified as a Process expert for the process and piloting other processes. Had multiple initiatives shared across site.
- Customer Focus- Achieved quarterly and yearly goal of customer experience and been a part of Customer Experience Team that helps better Customer experience.
- Developing Direct Reports – Identifying and helping CSA's of the team and outside team in career moves and cultivate their skills by providing a 360 degree feedback.
- Completing task timely and before deadlines and focusing on goals that help increase and exceed the team's results.
- Piloted a process of 30 CSA and performance and customer related metric

Customer Support Advisor

Epicenter: Amex process from May 2005 - February 2008

E Funds: April 2004 – Feb 2005

Education:

Course	University	Year
Bachelor in Commerce	Mumbai University	2005
Higher Secondary School Certificate	Mumbai University	2002
St. Aloysius High School Bandra	Mumbai University	2000