

Tajinder Singh Tihar

SENIOR PROPERTY MANAGER - Tenant Relations, Budgeting, Team Leadership

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📍 [Edmonton](#)

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PROFESSIONAL SUMMARY

Analytical and outcome-focused financial professional with 20+ years of experience in sales, credit, recovery, and branch operations across leading NBFCs. Verified experience of reducing NPAs, improving profit margins, and achieving 20%+ revenue growth through strategic leadership and cross-functional collaboration. Versed in team management, customer lifecycle optimization, and loan portfolio expansion across diverse markets. Proficient in financial reporting, audit compliance, MIS tools, and CRM systems to support decision-making and operational efficiency. Recognized with manifold, national and regional awards for excellence in sales, collections, and branch performance.

SKILLS

- **Property Management Software:** Proficient with tools like Yardi, Buildium, AppFolio, MRI Software.
- **Budget Tracking & Reporting:** Microsoft Excel, QuickBooks, Zoho Books, Expense Manager Tools
- **Maintenance Request Systems:** CMMS, Work Order Systems, Ticketing Tools, Maintenance Logs.
- **Document & Cloud Tools:** Dropbox, DocuSign, Adobe Acrobat, OneDrive, Evernote, SharePoint

WORK EXPERIENCE

Property Manager

GSK Properties

November 2024 – Present

Edmonton

- Managed daily operations for two residential buildings with 300 units, including leasing coordination, tenant onboarding, utility billing administration, rent collection reporting, unit inspections, and vendor scheduling.
- Reported RTDRS claims and shortened unpaid rent cases by 25%, handling documentation, follow-up hearings, court liaison coordination, debt recovery forecasting, evidence preparation and legal documentation review.
- Conducted monthly tenant satisfaction reviews and resolved over 90% of raised concerns within 5 days, enhancing tenant retention, reducing complaint volume by 30%, communication, response accuracy, and service consistency.
- Implemented digital recordkeeping system for leases, maintenance logs, and inspections, improving document retrieval time by 40% and ensuring audit readiness, data security, version control & team accessibility year-round.

Retail Sales Supervisor

Vidya Pharmacy

October 2022 – October 2024

Edmonton

- Supervised 5 employees and assigned weekly shifts, supervised attendance records, resolved schedule conflicts, pursued performance metrics, submitted shift reports to management & ensured compliance with store policies.
- Bettered monthly sales revenue 18% through routines, bundling strategies, in-store promotions, targeted recommendations, customer interaction data, loyalty program engagement & competitor pricing adjustments.
- Trained new staff on POS systems, customer service protocols, and inventory procedures, reducing time by 25% and increasing team efficiency, product knowledge, service consistency, operational readiness, and task accuracy.
- Monitored stock levels, concerted restocking with suppliers, and introduced a reordering tracker, which cut stockout incidents by 35% and upgraded inventory accuracy, shelf availability, sales continuity, and profitability.

Zonal Business Head

TATA Motors Finance

January 2014 – September 2022

India

- Approved loan disbursals, trailed accounts, reviewed credit files, verifiable KYC documents, policy compliance, assessed risk exposure, prepared summaries & customer repayment histories, reducing processing errors 22%.
- Reduced NPA ratio by 12% through recovery follow-ups, negotiated settlement terms, initiated legal notices, collegial with field officers, abetted daily logs, updated collection software, upgraded time, and minimized trends.
- Implemented monthly performance dashboards and branch-wise portfolio reviews, which decked team accountability, revised loan quality monitoring, and contributed to a 15% increase in monthly collections regionally.
- Coordinated with 20+ dealers and DSAs across zones, amend sales funnel tracking, embellished lead conversion efficiency, and accelerated disbursement turnaround time, resulting in a 10% boost in loan disbursement volume.

Area Sales Manager

Magma Fincorp Ltd.

July 2012 – January 2014

India

- Monitored sales numbers and customer payments across districts, analyzed territory reports, optimized distribution routes, rigged dealer dashboards & befriended compliance, improving revenue tracking 18%.
- Increased unit sales by 15% in one year through territory segmentation, dealer incentive programs, customer engagement reviews, monthly target recalibration, pipeline performance audits, and regional market analysis.

- Conducted regular sales training and product knowledge workshops for 25+ field agents, and led to a 20% improvement in lead-to-conversion ratio across assigned districts, enhancing client retention and sales consistency.
- Streamlined pricing strategy & coefficient closely with finance and marketing teams, reducing quote-to-sale cycle time by 30% , increasing deal closure rate across underperforming territories, cross-functional alignment.

Sales Manager

2009 – July 2012

Religare Finvest Ltd.

India

- Issued quotes, completed applications, and followed up on leads, endorsed client records, scheduled callbacks, collective documentation & compliance with company guidelines, increasing lead-to-conversion ratio 22%.
- Increased sales volume by 20% through repeat customer accounts, leveraged referral networks, customized financing, built rapport with long-term clients, promoted new offerings & tracked conversion trends digital campaigns.
- Launched cross-sell initiatives for insurance, loan products, resulting in a 17% increase in average revenue per customer & expanded product across key customer segments, transaction frequency, and account retention.
- Maintained CRM database and followed structured follow-up schedules, improving response time by 28%, boosting customer satisfaction, retention metrics, lead nurturing, and team-wide lead handling consistency.

Branch Manager

October 2004 – 2009

Mahindra & Mahindra Financial Services Ltd.

India

- Managed daily cash flows, and customer walk-ins, adapted loan files, verified KYC, generated MIS , coordinated with audit and compliance teams, supported transaction accuracy, reducing cash handling errors by 30%.
- Enhanced branch net profit margin by 28%, optimized team efficiency, reduced turnaround time, enhanced lead quality, controlled expenses, strengthened portfolio health through performance reviews, and operational audits.
- Executed loan recovery campaigns and settlements with delinquent accounts, resulting in a 24% drop in default rates and amended portfolio stability across semi-urban and rural branches, enhancing compliance & collections.
- Trained 10+ new staff on documentation, compliance checks, and customer service standards, reducing time by 35% and ensuring consistent service delivery, operational accuracy, and staff retention across branch operations.

Sales Executive

2002 – 2004

Magma Leasing Ltd.

India

- Recorded customer applications and processed paperwork, verified identity documents, income proofs, uploaded scanned files, backed compliance with internal documentation protocols & reduced documentation errors by 20%.
- Closed over 120 accounts in 2 years with 96% approval rate, tracked lead aging, submitted proposals, monthly targets, reduced processing delays by improving document turnaround time & accelerated approval 15%.
- Maintained lead tracker and follow-up schedules, improved response time, monitored customer inquiries, and shortened average lead closure cycle by 25% through pipeline management and timely escalation handling.
- Fostered walk-in clients with product options, financing eligibility, and form completion, resulting in a 30% increase in branch-level walk-in conversions and stronger customer experience, and documentation accuracy.

EDUCATION

Post Graduate Diploma in Business Administration, Marketing Management

Symbiosis Centre for Distance Learning (SCDL), India

Post Graduate Diploma in Computer Applications

Kurukshetra University, India

Bachelor of Arts, Economics

Kurukshetra University, India

AWARDS

- **Top Sales Manager**, Tata Motors Finance Ltd.
- **Best Area Sales Manager**, Magma FinCorp Ltd.
- **Best Branch Manager**, Mahindra Finance Ltd.