**Kishore R**

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**Indian • Availability: 3- Month Notice Period**

**Proficient Client Relationship Manager with 10+ years of experience**

**Skilled and experienced Client Relationship manager with a Post Graduate Degree in Strategic Digital Marketing with 10+ years of experience in the banking industry. Well-versed in solving customer and client problems, handling product training, and being the liaison between customers and the company. Ready to ensure that customers are always pleased with the services and products resulting in company profits and enhanced reputation.**

 **Highlighted Skills**

**\*Business development \* Marketing \* Sales forecasting \* Learning & development**

**WORK EXPERIENCE**

**HDFC Bank, Chennai**

**Senior Client Relationship Manager, Non-Resident Indian Business Jun 2020 - Present**

* Supported branch manager using CRM sales tool and financial knowledge, resulting in a 35% increase in business
* Consistently delivered monthly targets and grew business by 25% in the year 2021

**ICICI Bank, Chennai**

**Senior Client Relationship Manager, Wealth Management May 2019 – May 2020**

* Developed multi-pronged sales career organization activities and improved sales productivity by 25%
* Established digital marketing activities that delivered strong growth in the retail business, leading to 18% in business growth

**Axis Bank, Chennai**

**Client Relationship Manager, Priority Banking Oct 2016 – May 2019**

* Attained the Best Performer Award in recognition of outstanding performance and contributions to the company’s profitability
* Initiated key strategic partnerships with channel partners, resulting in a 32% increase in revenue for 2017 – 2018

**Kotak Securities, Chennai**

**Customer Success Manager, Private Banking Aug 2015 – Aug 2016**

* Implemented digital marketing campaigns that improved client satisfaction and sales productivity by 11%
* Succeeded in reducing costs of acquiring accounts by 35% while posting record braking revenue gains

**Citi Bank, Chennai**

**Client Support Manager, Priority Banking April 2014 – Jul 2015**

* Created and successfully launched the company’s first fee-based products, achieving a 78% sign up rate in initial offerings

**Newgen Knowledge Works, Chennai**

**Client Account Manager, Marketing and Branding March 2012 – Feb 2014**

* Devised and launched a comprehensive marketing program for fee-based products, leading to an increase in sales productivity by 50%

**EDUCATION**

**Indian Institute of Management – Indore Currently Pursuing**

**Executive MBA in Sales and Marketing**

**Expected Graduation date October 2022**

**Great Lakes Institute of Management – Gurgaon / Post Graduate Program Sep 2019 – May 2020**

**Strategic Digital Marketing (First Class)**

* Graduated in top 5%
* Paid Marketing, Content Marketing, and Email & Affiliate Marketing modules

**Curtin University – Singapore Feb 2011 – Jan 2012**

International Business

* Completed 25 credits in International Marketing and Corporate Strategy towards a Masters

**Madras University - Chennai / Bachelors April 2007 – Apr 2010**

Banking Management, Major/Specialization

* Graduated in top 10%

**CERTIFICATES & COURSES**

**The Wall Street School Investment Banking Certification Currently Pursuing**

**SKILLS & INTERESTS**

**Languages:** Fluent in English, Tamil, Marathi, and Hindi (Written & Spoken), Conversational Proficiency in English

**Computing (IT):** Microsoft (Word, Excel, PowerPoint) and Customer Relationship Management