

Akhilesh Yawale

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Experience

Deputy Manager

ICICI Bank

Mumbai

January 2022 - Present

- Managed a portfolio of 1000+ retail loan accounts, ensuring NPAs below 2 through proactive risk management and client engagement.
- Served as primary contact for clients, ensuring high satisfaction and fostering long-term relationships.
- Utilized Sales CRM to track client interactions and support sales team in cross-selling banking products.
- Oversaw core banking operations, ensuring timely loan processing and compliance with internal policies.
- Managed end-to-end retail loan lifecycle, processing 200+ applications monthly worth ₹50Cr+ with 98 percent compliance.
- Led policy implementation, reducing processing time by 30 percent.
- Conducted regular portfolio risk analysis, maintaining asset quality.
- Streamlined audit procedures, achieving zero major findings in quarterly reviews.
- Improved loan disbursement efficiency, reducing TAT by 25 percent
- Skills: Finacle, Finnone, Sales CRM, Power BI**

Customer Service Executive

Karvy DigiKonnnect

Hyderabad

August 2019 - Feb 2020

- Managed 50+ daily booking queries and client concerns across digital platforms.
- Handled customer data using systems for 1000+ reservations monthly
- Provided technical support for booking platform and payment gateway issues
- Resolved time-sensitive client-business conflicts through real-time mediation
- Improved customer satisfaction scores by 15 through proactive resolution.
- Skills: Technical Support, Conflict Resolution, Customer Service Management, Data Management, Booking Systems**

Education

MBA in Banking and Finance

Manipal Academy of Higher Education Bangalore

Bangalore

December 2024 - Present

Post Graduate Diploma in Banking (PGDB), Banking and Financial Support Services

Manipal Academy of Higher Education Bangalore

Bangalore

May 2021 - May 2022

- Grade - A

Mechanical Engineering

KGIET College of Engineering and Management Darapur

Darapur

2016 - 2019

- Graduated with First Class

Diploma - Mechanical Engineering

G H Raisoni College of Polytechnic Amravati

Amravati

2013 - 2016

- Graduated with First Class

SSC

Manibai Gujarati High School

Amravati

2012 - 2013

- Graduated with First Class Distinction

Certifications

2022	IRDA Insurance , IRDA	IRDA
2024	Banking Compliance , ICICI knowledge portal	ICICI
2024	Anti-Money Laundering , ICICI knowledge portal	ICICI

Interests

Electronic Music Producing	Published EDM/Lofi Music on Spotify
Photography	Retro Vintage photo editing and capturing.

Languages

English, Marathi, Hindi Professional proficiency, Native proficiency