**Kishore R**

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**Indian • Availability: 1 Month Notice period**

**Proficient Client Relationship Manager with 8+ years of experience**

**Skilled and experienced Client Relationship manager with 8+ years of experience in the banking and Service Sectors. 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 \* Digital Marketing \* Sales forecasting \* Customer Retention**

**WORK EXPERIENCE**

**Newgen Knowledge Works Apr 2022- Present**

**Senior Manager – Sales & Marketing**

* Recorded 10% of Sales increase for the calendar year 2022-23 in EBA (Evidence Based Acquisition) Business model.
* Retained major key accounts customers and improved the sales number by 5%
* Successfully achieved the right sales which resulted in 10% of the acquisition for the year 2023-24.
* Identifying, acquiring, and managing rights to intellectual property, content, or data.
* Successfully negotiated key contracts that resulted in global expansion of rights business.

**HDFC Bank, Chennai**

**Senior Client Relationship Manager, Non-Resident Indian Business Jun 2020 – Apr 2022**

* 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
* Implemented sales campaigns that improved client satisfaction and sales productivity by 11%
* Created and successfully launched the company’s first fee-based products, achieving a 78% sign up rate in initial offerings

**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 sales activities that delivered strong growth in the retail business, leading to 18% in business growth

**Axis Bank, Chennai**

**Client Relationship Manager, Priority Banking Aug 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
* Succeeded in reducing costs of acquiring accounts by 35% while posting record braking revenue gains

**(Family Business)**

**Executive- Sales and Marketing April 2013 – June 2016**

**EDUCATION**

**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 2013**

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 September 2021**

**SKILLS & INTERESTS**

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