

SRIGANESH V

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PROFILE SUMMARY

A results-oriented Relationship Manager with proven expertise in managing high-value customer portfolios at ICICI Bank, specializing in building strong relationships, proactively identifying financial needs, and delivering customized banking solutions to achieve consistent revenue growth and customer loyalty through cross-selling and up selling across diverse products and services while maintaining exceptional service standards

CORE COMPETENCIES

- Building trust
- Customer 360
- Synergy and Collaboration
- Customer Service
- Performance Management
- Financial Expertise
- Sales & Business development
- Fair to Bank, Fair to Customer
- Team Development & Leadership

ACHIEVEMENTS

- Received **Star Performer** of the Year Award in **ICICI**
- Awarded for **Best Performer** of the Year Award in **ICICI**

EMPLOYMENT OUTLINE

Deputy Manager I, in ICICI Bank Pvt.ltd, Chennai, India, **April.2026 – Till now**

Key Deliverables:

- Build and deepen relationships with customers to achieve increase in share of wallet and revenues through the phone banking channel
- Provide professional customer service to achieve high customer satisfaction and retention
- Have complete knowledge of customer base in terms of the profile, demographics and assets in the bank
- Serve as one-point contact to the mapped customers of the bank
- Cross selling of new products and services for both new and existing customers
- Providing advisory for various products offered by Banks to enhance relationship value
- Develop and maintain banking relationships with select group of customers through individualized customer service
- Generate new business to achieve defined targets in terms of no of customers, volumes and revenue for the segment
- Achieve the budgeted cross sell targets
- Ensure coverage of customer base in accordance with business plans

Assistant Manager II, in ICICI Bank Pvt.ltd Chennai, India, **April. 2024 – March. 2026**

Business development;

- Sourcing, selling and managing the portfolio of kisan credit cards KCC
- customer service; managing relationships with agricultural customers and offering relevant products based on their financial needs
- portfolio management; maintaining high quality customer portfolios within rural banking
- agri business; acquiring new customers for agricultural loans and allied agricultural activities

Assistant Manager I, in ICICI Bank Pvt.ltd Chennai, India, **April. 2022 – March. 2023**

Key Deliverables:

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Improved customer satisfaction by addressing and resolving complaints promptly.
- Developed strong working relationships with staff, fostering a positive work environment.
- Promoted team work within the workplace by encouraging collaboration among staff members on various project tasks.

Junior Officer, in ICICI Bank Pvt.ltd Chennai, India, **July. 2019 – March. 2022**

Key Deliverables:

- Increased customer satisfaction by addressing concerns promptly and implementing solutions that met their needs.
- Assisted in the preparation of comprehensive reports, providing valuable insights for management decision making.
- Managed projects for successful completion, ensuring tasks were completed on time and within budget.
- Provided exceptional customer service, resolving issues efficiently and maintaining positive client relationship.
- Exceeded sales targets consistently through effective relationship-building techniques coupled with persuasive communication skills.

ACADEMIC CREDENTIALS

- **Bachelor of Business Administration (B.B.A | 2019**
University of Madras, Chennai, India
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TECHNICAL SKILLS

- **Financial Systems:** Fintech
 - **Reporting Tools:** MS Excel (Advanced)
 - **Visualization:** MS PowerPoint
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PERSONAL DOSSIER

Current Location: Chennai, India| **Languages:** English, Tamil