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# PROFILE SUMMARY

* A seasoned Banking professional passionate about customer service and relationship management in Banking, with 12 years and 10 months of experience in managing the Business Development / operations under Retail, CMS, Trade Finance, SME and wholesale banking for one of the premier public sector Banks – Corporation Bank.
* Credit / Loan appraisal and sanction.
* Zonal Marketing Manager / Branch Head, set-up competent business development and Customer Service / relationship management teams that are an integral part of the organization.
* Quick learning and adoptability skills besides knowledge of statutory / regulatory requirements
* Experience in varied geographies and markets

With the aim of adding immense value to Banking / Financial Services industry, I seek a suitable role befitting my multi-disciplinary skills and industry experience.

# WORK EXPERIENCE

**1. Corporation Bank, India 15th December 2003 – 15th October 2016 Chief Manager**

**Career path at Corporation Bank**

* Joined as Marketing Officer in Junior Management Grade. Promoted as Marketing Manager (Middle Management Grade) in April 2005, Senior Manager (Marketing) - in March 2008 and Chief Manager (Senior Management Grade) in February 2012.

**Positions held**

a) Chief Manager, Satara Branch (July 2015 – October 2016)

Chief Manager, Bagmane Tech Park Branch, Bangalore (May 2012 – June 2015)

**Role – Branch Head Team Size – 20**

Responsibilities

* Managing the Branch Business Development and operations including appraisal and sanction of credit proposals
* Managing total business of INR 5.00 Billion
* Customer service and relationship maintenance to enhance the profit share
* Team management – Monitoring and mentoring

b) Senior Manager (Retail, SME & Hi-tech Delivery Channels) Mumbai (Mar 2008 – Apr 2012)

**Role – Zonal Marketing Manager, Greater Mumbai Zone Team Size – 12**

Responsibilities

* Studying the requirements and analysing the needs of the Corporates, SMEs, Financial Institutions and other Retail Groups along with the Business Development Team & Branch heads and designing the customized offerings to them according to the prevalent laws and Banking practices.
* New product launches
* Regular Clientele and other Business partners’ interaction in maximizing customer satisfaction and improving the product offering
* Building and leading the Business development team besides monitoring and mentoring
* Preparation of Marketing Plan and executing the strategy formulated in achieving the desired business goals

c) Manager – CMS, Bangalore (April 2005 – February 2008)

**Role – Branch Head (Cash Management Services) Team Size - 10**

Responsibilities

* Building and leading the Branch team that is involved in finding, binding and minding the Corporates, SMEs, Insurance Companies & other Financial Institutions for CMS.
* Studying the requirements and analysing the needs of the clients for CMS and designing the customized offerings.
* Regular Clientele interaction in maximizing customer satisfaction and customer value.
* Achievement of the Branch business target

**d) Marketing Officer – CMS (Coimbatore) (December 2003 – March 2005)**

**Role – Officer (Business Development - CMS)**

**Responsibilities**

* Member of the CMS business development team of Coimbatore Branch
* Finding, binding and minding of clients.
* Achieving the individual targets and supporting the team in achieving the overall target of the branch.

# EDUCATION

* **September 2002 : Masters in Business Administration (MBA)**

Thiagarajar School of Management, Madurai Kamaraj University, Madurai, India

* **June 2000 : Bachelor of Engineering (BE)**

Mepco Schlenk Engineering College, Madurai Kamaraj University, Madurai, India

# CERTIFICATIONS /AWARDS/ TRAINING

* PG Diploma in Software Marketing (PGDSM) awarded by Pondicherry University, India
* Management Development programme (MDP) from Indian Institute of Management (IIM), Indore
* Training on Real Time Gross Settlement (RTGS) process
* Training on Small & Medium Enterprises (SME) credit appraisal
* Several Management Recognition Awards at Corporation Bank for best performance
* Trained and served with junior National Cadet Corps (NCC) – Air wing as Flight Sergeant

# LANGUAGES

 English, Hindi, Tamil, Kannada (Fluent)  Telugu, Malayalam (Basic)

*References available on Request*