



GANESH R CHANDRAN

Key Accounts Manager – Clients & Industries

Chaitram, SBN – 9A | NCC Road, Trivandrum, Kerala, India – 695005

📞 +91 9656 31 33 31 | ✉ ganeshrcp@gmail.com

MBA :
Operations &
HR – IMK

B.E. :
Mechanical

SUMMARY

Strategy, operations and BD professional with 8+ years of extensive background in key accounts management, stakeholder management, process re-engineering, dealer development & network expansion.

AREA OF EXPERTISE

Process Consulting, Business penetration strategy, Risk mitigation, Escalation Management, Team management, Diversity & Inclusion.

- **Diversity & Inclusion**
- **People with Disability**
- **Neurodiversity CoE**

- **87+** Forbes listed key accounts handled
- Client relations across **6 business industries**
- **Diversity & Inclusion** Lead
- **Turnkey** operations specialist

CAREER HIGHLIGHTS

- Leading **45+** Relationship Managers & Enablement Leads
- **30+** clients managed parallelly and received the best CSM award
- **23+** client awards from EY alone
- Client relations across **27+** countries
- Experience in managing clients with speech & hearing impairment
- Ace Customer Satisfaction Index **4** times in a row

PROFESSIONAL EXPERIENCE



2022 January – Present
India

Deloitte – USI CAM: Clients & Industries – Deloitte Private
Key Account Management, Consulting and Process Re-engineering

- Managing Deloitte Private Accounts – Build relationship with customers, strategize and develop / restructure the existing business, build SOPs, technology implementation through firm’s potential analysis.
- Client management & consulting – Bridging customer groups and business entity by exceeding their expectations, thereby building a better working world.
- Crisis Management – Manage client escalations, patch business hurdles with strategic solutions
- Client manager for key accounts
- Coordination of efforts across multiple support functions within CRE and DRS.
- Sales strategy & operations process development for clients of UK member firms.
- Work proactively and respond to account coordinators, Business Development Executives, Market Operation Leaders & Partners.
- Business Transition Management – FY22-23
- Provide training, coaching, development and guidance to bring out the best in new joiners and drive business goals.
- ISMS audit SPOC & Neurodiversity consultant.

ACHIEVEMENTS

- ✓ **Best performer** award - EY
- ✓ **EY_CSAT** – 5 Rating (Ever since Aug 2018)
- ✓ **SPOT Award** – Ace Client Nomination
- ✓ **Exceptional Client Service** award – Key Accounts
- ✓ **Highest Performing Team** award- Team Americas
- ✓ **Best Manager** award – Americas Markets Support Team
- ✓ **ISMS Audit** completed with zero compliance (Pan India)

For more info



LinkedIn

<https://www.linkedin.com/in/ganeshrcp/>

CAREER SNAPSHOT



2018 August – 2022 January
Bangalore, Kochi, Trivandrum, Gurgaon, Manila

EY GDS – Business Enablement & Client Relations - Americas
Strategy Consulting, Client Management and Process Re-engineering



2016 November – 2018 July
Bangalore

HSBI – Manager: Client Success & Projects – Key Accounts
Business Consulting / Kaizen – Lean Practices, Stakeholder Management



2015 January – 2016 October
Bangalore

Toyota Kirloskar Motor – Process Coordinator – Sales Kaizen
Business Process Analysis, Dealer Management, Network Development



2013 June – 2014 December
Kochi

Aster DM Healthcare Ltd – Business Analyst – Operations
Strategic Planning Member, Turnkey Operations Specialist, Internal Auditor – Quality

SKILLS

Technical Skills

Advanced Microsoft Excel (Data Visualization & Automation), PowerPoint, Mercury, Interaction, Different versions of MIS, HIS, ERP, HRMS

Soft Skills

Networking | Swift Learner | Branding | Self Motivated | Communication | Adaptability | Dependability | Cooperation | Helpful | Sense of Choice

EDUCATION

University of Kerala

2011-2013

MBA HR & Operations

Senate Campus, University of Kerala

Vinayaka Missions University

2007-2011

B.E Mechanical Engineering

VMKV Engineering College

OTHER ACCOMPLISHMENTS

- Special Appreciation award from Toyota for achieving highest process signal score @ South1 Region.
- Special Appreciation from MD, HSBI for fastest project completions (Audi India & Tanishq Lean)
- Honored with special appreciation award from CEO for Achievements of the year 2015 (H1 & H2) and 2016 (H1)– Nippon Motor Corporation Pvt Ltd.
- Star of the Year award and special appreciation from Dr. Azad Moopen for commissioning India's largest Emergency Medicine department within the shortest lead time.

PERSONAL PROFILE

Date of Birth : 09th August 1989

Passport Details : No. R 9 0 4 4 6 3 8

Date of Issue – 02/03/2018 | Date of Expiry – 01/03/2028

GANESH R CHANDRAN