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20 years of experience in MNCs' which includes ->



Spearheaded the consistent growth of Managed Services Business Units over **15+ years of leadership and management**



Anand Suseelan

Director FS – Managed Services
(FS – Managed Services India Site Lead)

Experienced Leader with successful track record of building and growing the Offshore Financial Services Managed Services business unit that provide services to leading Global Financial Institutions, specifically around Regulatory Compliance, Anti Money Laundering, Fin-crime, Fraud, KYC/CDD/EDD, Transaction Monitoring.

Consistently successful in building strong relationship with clients, managing multiple global Managed Services teams, with a proven track record of driving revenue growth through service excellence.

- **15+ years of expertise** in transitioning, setting up, and stabilizing projects from onshore and client locations to offshore managed services delivery centers.
- **15+ years of experience** in leading and managing offshore managed services business units, serving multiple clients in the financial services sector.
- **17+ years of proven success** in client relationship management, resulting in consistent business growth.

Guidehouse

- Headcount – growth from **10 to 500+ FTEs**
- FS Managed Services Workstreams – growth from **1 workstream, to 50+ workstream**
- Clients serviced - growth from **1 client to 25+ clients**

UST

- Headcount – growth from **30+ to 100+ FTEs**
- FS Managed Services Workstreams – growth from **5+ workstreams to 15+ workstreams**
- Clients serviced - growth from **1 client to 10+ clients**

15+ years' experience in transitioning, building, and establishing **Offshore FS - Managed Services operations.**



- Successfully established and stabilized large offshore Managed Services Business Units, supporting multiple global clients in the financial services industry.
- Key accomplishments in setting up and leading the Managed Services BU include:-
 - Recruiting and training the Managed Services delivery team
 - Setting up infrastructure, including workstations, ODC, network, and user access
 - Identifying and mitigating risks and issues, and defining and tracking key performance indicators.
 - Providing regular progress reports to key stakeholders, both internal and external
- Led, guided, and mentored the core operations team in developing and implementing strategies to enhance productivity, profitability, and customer satisfaction.



Professional Experience

20 years of experience primarily in MNCs' demonstrating a **consistent track record of career progression** into higher roles and designations, with no job gaps

Jul 15 - till date	Guidehouse Director – Managed Services
Dec 09 - Jun 15	UST Associate Manager
Jan 09 - Dec 09	Privo Corp Team Leader
Jun 06 - Dec 08	Sutherland Global Senior Associate
Nov 05 - May 06	Hewlett Packard Customer Support Executive
May 05 - Oct 05	Genpact Process Associate



Certifications & Trainings

Anti Money Laundering Foundations - 2019

Association of Certified Anti-Money Laundering Specialists

Managerial Effectiveness Program – MDP – 2016

Indian Institute of Management - Kozhikode

The UST Manager Edge – Management Development program - 2012

UST Global – Leadership Development Centre



Educational Qualification

Bachelor of Commerce- 2005

St. Alberts College - Kochi

Guidehouse
10 yr. growth

500+ FTEs

3 Cities

FS – Managed
Services

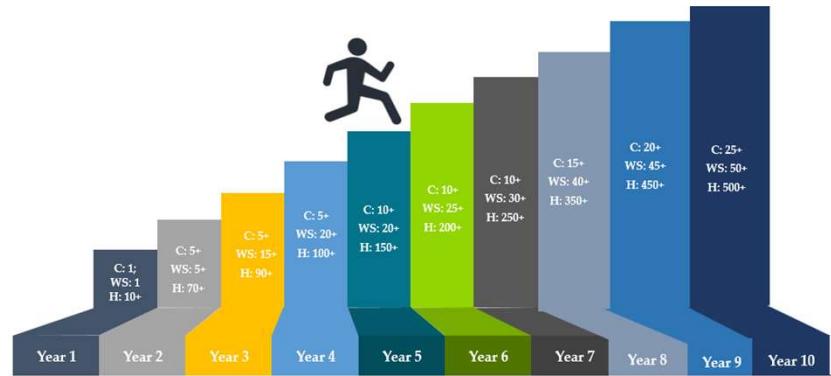


UST
5 yr. growth
100+ FTEs
2 Cities
FS – Managed
Services



Career Highlights - Leadership Experience

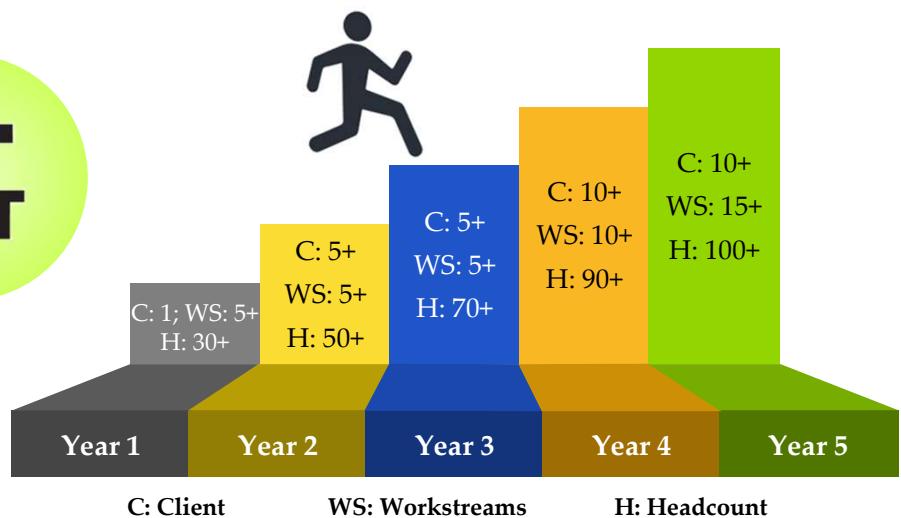
(Guidehouse & UST)



C: Client

WS: Workstreams

H: Headcount



C: Client

WS: Workstreams

H: Headcount

Highlights of Leadership Tenure (Guidehouse & UST)

- Achieved consistent year-on-year growth of the Offshore Managed Services Business Unit.
- Successfully transitioned and established multiple workstreams from the US to India, driving substantial YOY growth for the offshore Managed Services BU.
- Led, guided, and mentored the Leadership & Operations groups, fostering support for continuous growth.
- Established operational support groups, including the Training Team, Quality Team, and MIS, and facilitated automation in key process areas.
- Completed a successful US onsite assignment at client locations in Providence, RI, and Dallas, TX, with the following achievements –
 - Conducted comprehensive analysis of client requirements and gained an in-depth understanding of their processes.
 - Assimilated process requirements and created certified SOPs.
 - Developed MIS for seamless reporting and communication with the client.
 - Assisted in setting up the US service delivery team.
- Successfully managed client relationship by ensuring seamless service delivery and communication.
- Took on additional management responsibilities, including:-
 - Hiring and Recruitment.
 - Administration and Logistics Management.
 - Employee engagement and organizing cultural and sports activities.
- Leading the India-based AML operations team, I provide services to:-
 - A leading global investment bank.
 - The world's largest cryptocurrency exchange.
 - Major retail banks.
 - Innovative fintech companies.
- AML Workstreams Managed - My team delivers expertise in:-
 - Transaction monitoring.
 - Periodic and trigger-based reviews.
 - CDD / EDD / KYC / CIP / Customer onboarding.
 - Sanction screening.
 - PEP alert reviews.

Career Highlights – Professional Experience

Privo Corp – Financial services



Sutherland Global – Financial Services



Hewlett Packard – Customer Support



Genpact - Collections & Skip tracing



Additional Competencies



Residential Mortgage Outsourced Processes – Team Leader

- Processes Handled – US Residential Loan Processing :
 - Obtain Loan Application from customer.
 - Prepare Loan Documents for submission to Lenders / Banks, this included:
 - Generating and reviewing credit reports.
 - Ordering Title Commitments, HOI, VOE, VOD, Appraisal Reports, Payoffs and any other pertinent document.
 - Review loan documents against DU/LP findings and ensure complete adherence.
 - Submit loan package to Lenders / Banks and work with officers /underwriters to get all conditions cleared and move the file to closing stage.
 - Work with title and closing agents to set up the closing and documents signing.
 - Post Funding – work with lender / Banker to ensure final loan package meets audit guidelines.
- Client Relationship Management.
- Customer Relationship Management.
- Service level Management.
- Team Management and Mentoring.

Residential Mortgage Outsourced Processes – Senior Process Associate

- Processes Handled – US Residential Mortgage Underwriting.
- Six Months US Onsite experience (Mt. Laurel, NJ)–
 - Reporting directly to the Senior Manager.
 - Handled 20 + resources onsite.
 - Responsibilities included:
 - Team Management.
 - Service level Management.
 - Admin, Infrastructure and Logistics Management.
- Trainer, Subject Matter Expert and Floor Supervisor - supported multiple teams at offshore delivery centre.
- Service Level Management.
- People Management.

Call Center – Customer Support & Sales – Customer Support Representative

- Primary Customer contact.
- Route customer calls to pertinent department based on customer needs / problems.
- Upsell warranty products.
- Upsell various other HP products in the catalogue

Call Center – Collections & Skip Tracing Process Associate

- Collections:-
 - Outbound collection calls for US clients (Private Label Credit Cards) to US customers.
 - Understand customer needs and help them in best possible way.
 - Initiate payment from customers thus preventing customer accounts from going delinquent.
- Skip Tracing:-
 - Work on delinquent accounts, research and find best possible contact information (Telephone number) for customer.
 - Perform collection activities on such accounts which result in good contact numbers and / or route the accounts to respective departments.

