

## Santosh Suresh

Mobile: +65 93897665 | <https://sg.linkedin.com/in/santosh-suresh-98153440> | Email: [santu22@gmail.com](mailto:santu22@gmail.com)

---

### PROFESSIONAL SUMMARY

---

- **Performance-driven** Banking and Operations professional with 13 years of experience in Reference data operations and core skills in Anti-money laundering and Know your client (AML/KYC) processes
- **Effective leader** for driving efficiencies and process scalability
- **Enthusiastic and Self driven** individual with a passion to implement creative solutions and to drive changes within the organization

**Skills:** Anti Money Laundering, Project Management, Process Improvement, Quality assurance, Business planning, Vendor management

### PROFESSIONAL EXPERIENCE

---

#### Team Manager

(Oct 2012 – Present)

#### Client On-boarding, Singapore

#### Goldman Sachs (Singapore) Pte

Reports to VP and is directly responsible for planning, reporting, vendor relationship, strategies and initiatives for **Client Onboarding team**. Also, have significant exposure and working knowledge in other areas of the bank such as Static data reference operations, Periodic Review operations and Quality assurance team.

- Responsible for managing work flow for Asia AML and KYC on-boarding team. Client On-boarding team reviews the documentation of new clients as per compliance and regulatory requirements
- Providing oversight of the quality and productivity of work performed by the team, continually pursuing opportunities to proactively improve efficiency and effectiveness
- Responsible for diagnosis of business problems, factoring in a seasoned understanding of the KYC/AML processes and systems in the department
- Plan, analyze and implement initiatives/strategies for the business area ensuring that relevant objectives are achieved
- Responsible in formulation & implementation of various initiatives and on-going lead strategies for existing business units and products
- Partnering with technology teams to implement new systems and processes within the KYC/AML team to streamline process and thereby increase efficiencies within the process
- Work with Senior management team to create annual business plans for the team locally
- Provide development opportunities and ensure that team members are adequately groomed to handle line management responsibilities, to establish effective succession/lateral movement planning
- Champion for Operations Recruitment committee, Risk Management committee and Business Continuity Program committee for Asia operations
- Partnering with Sales/Client relationship management team to develop innovative and faster ways to onboard clients onto the firms platforms
- Actively involved in client meetings along with client relations team to better understand their needs, resolve issues
- Responsible for management and delivery of the vendor team supporting the onboarding team locally

#### Key Accomplishments:

- Partnered with Business Architecture team to develop and implement a work flow tool for the team which helped mitigate the manual intervention to report the progress of onboarding on a weekly basis to sales management team. **Result** – Mitigated the need of manual reporting by 100%
- Streamlined the onboarding requirements by consolidating the AML requirements across client types to reduce duplication and consistency in onboarding of clients. **Result** – Improved Onboarding Quality Rate year on year by 85% starting FY'2015
- Responsible for team planning, client's requirement analysis, activity mapping and analysis, solution search and implementation. **Result:** Increased Customer satisfaction by 100%, and improved employee morale and retention by 75%
- Implemented procedures on internal controls eliminating the need for steps not required in the process. **Result-** Productivity increased by 100%
- Provide leadership in quality reviews, managers meeting and establish guidelines resulting in better inter-departmental communication.
- Monitor and ensure that all staff complies with Monetary Authority of Singapore, U.S. Federal Reserve and other regulatory agencies  
**Result:** Improved overall employees' productivity by 95%
- Played a **leadership role** in coordinating various activities, and conduct meetings on ACE program (Achieving Customer Excellence)

**Team Leader, Periodic Review Team**  
**Goldman Sachs International, London/Bengaluru**

**(Jun 2009 – Sep 2012)**

- Responsible for managing a 18 member Deloitte vendor team in London as a part of the Periodic Review program implementation for the bank as a part of the Bank Holding Regulations for FY 2009 - 10
- Liaised with various federation teams such as Compliance, Legal and Credit to design and implement a process for the annual refresh program for existing clients in the firm
- Instrumental in developing policies/procedures to adhere to regulations laid out by Federal Reserve and to be compliant for refreshing Know Your Client processes
- Designed and collaborated a strategic path for migration of the refresh program to Bengaluru in FY2010

**Key Accomplishments:**

- Led the migration and knowledge transfer of the entire periodic review program from London to Bengaluru. **Achieved** a 100% quality rate post migration of processes between regions
- Instrumental in setting up a Periodic Review team in Bengaluru. Responsible for 12 member team which achieved consistently 85% quality scores for a successful 3 years of the program
- Responsible for 18 individuals reporting directly to me – 2 were promoted to the ranks of Team Leader and 1 was promoted to the rank of a Subject Matter Expertise under my supervision

**Technical Specialist - Client Onboarding**  
**Goldman Sachs India Pvt Ltd – Bengaluru**

**(Jun 2007 – May 2009)**

- Part of the Central Accounts Group team responsible for Static data maintenance and account opening for Institutional clients of the firm
- Liaise with internal teams to assess and obtain information to open client accounts
- Responsible for training new joiners and handhold during the integration to the firm
- Engage with regional teams to support the various businesses to ensure value add to the account opening/static data maintenance processes
- Migrated the 2<sup>nd</sup> phase of account opening functions from London to Bengaluru

**Dell International Services Pvt Ltd**  
**Team Manager – US/Canada Operations, Bengaluru**

**(Nov 2002 – May 2007)**

- Responsible for managing a strong team of 35 individuals to support the pilot batch of Operations team to support the order volumes locally
- Responsible in formulating and implementing overall strategic and tactical goals for the operations area.
- Achieved Tell Dell people score of +80%; consistently displayed good acceptance from team members
- Initiated the Business Process Improvement (BPI) project to improve the accuracy % across Order Processing teams thereby increasing the quality of the orders placed
- Cross-trained the team in processes like US-SMB OP, US-ESLH OP, CA Fraud & Prevention and Online Credit Card Order processing

**Education**

---

Bachelors of Commerce – Bangalore University  
Post Graduate Diploma in Business Administration – Pune University

**Work Authorization**

---

Employment Pass/Work Permit – Singapore  
Expiry date: October 2019

**References**

---

Available upon request