

# SANTHOSH SURESH

santhosh02516@gmail.com | 9543158080 | LinkedIn- <https://www.linkedin.com/in/santhosh-suresh-1b7577291/>

## PROFESSIONAL SUMMARY

- Detail-oriented Analyst with 3 years of experience in the BFSI and Property Tax domain, specializing in process excellence, workflow automation, and business reporting. Skilled in Advanced Excel, Power BI, SQL, ETL processes, Salesforce, and MS Access. Proven track record in ensuring SLA/ESL compliance, tax compliance, global reporting delivery, and client engagement. Experienced in knowledge management, stakeholder collaboration, quality assurance, and training delivery. Recognized for driving process improvements, reducing manual effort through automation, and ensuring audit readiness.

## PROFESSIONAL EXPERIENCE

**Tata Consultancy Services (TCS) – BFSI Domain | Chennai, India**

**Analyst | Oct 2023 – Sep 2025**

**Client: Cotality (formerly CoreLogic, subsidiary of First American Corporation)**

- Delivered **98% SLA/ESL/MSL compliance**, improving client satisfaction by **15%**.
- Extracted and transformed **10M+ records** via **SQL scripts and ETL tools** for property tax and compliance data.
- Designed **15+ Excel dashboards** (Power Query, PivotTables) and **5+ Power BI reports**, reducing report turnaround time by **25%**.
- Served as **Subject-Matter Expert (SME)**, conducting quality audits, root-cause analysis, and onboarding sessions for new joiners.
- Collaborated with U.S. clients through calls, e-mails, and IMs to resolve escalations and reporting requirements.
- Customized **Salesforce workflows**, validation rules, and page layouts to improve tax compliance efficiency.
- Maintained **knowledge repositories, SLA trackers**, and documentation to ensure audit readiness.

### Key Achievements:

- Automated tax data workflows, cutting manual effort by **30%**.
- Developed macro-based Excel tools that saved **25+ hours per month**.
- Received **On-the-Spot Excellence Award** for high SLA compliance during client transition.

**Analyst Trainee | Oct 2022 – Sep 2023**

- Trained in Corporate Tax Return Preparation, Tax Research, and U.S. Property Tax Compliance.
- Computed and validated property taxes across all U.S. states (City, County, State, School, Municipal).
- Supported senior analysts with Excel trackers, SLA monitoring, and data validation reports.
- Built foundational expertise in workflow automation, MS Access reporting, and process documentation.

## TAX EXPOSURE

- Computation of **property and delinquent taxes** across all U.S. jurisdictions.
- Analysis of **Tax Bills, Parcel Data, Tax IDs, and Legal Descriptions** for compliance.
- Preparation of **Tax Rate Tables** using district codes to ensure calculation accuracy.
- Handling and transformation of **millions of property records** from FTP/CSV data sources.

## KEY STRENGTHS

- Strong understanding of **deadlines, schedules, and compliance requirements**.
- Excellent in **prioritization, organization, and analytical problem-solving**.
- Skilled in **stakeholder communication** and **client engagement**.
- Enthusiastic **team player** with a focus on continuous improvement and results.

## SKILLS

- ETL Tools: Client-provided Internal Tool
- Databases: SQL (Data Cleaning, Transformation), MS Access
- Data Visualization: Power BI (DAX, KPIs, Dashboards), Excel (PivotTables, Power Query, Macros)
- Automation & Tools: Power Automate, Citrix, FileZilla (FTP), Salesforce (Customization, Reporting), SharePoint
- MS Office Suite: Advanced Excel, Word, PowerPoint, Outlook

## PROCESS IMPROVEMENTS & KEY PROJECTS

- Employee Activity Tracker Automation: Developed Excel macro tracker, reducing manual effort by 50%.
- File Converter Macro Tool: Automated bulk file conversions, saving 25+ hours per month.
- Salesforce Reporting Optimization: Created dashboards and validation rules, improving process visibility and accuracy by 20%.

## ACHIEVEMENTS

- On-the-Spot Excellence Award for SLA/ESL compliance during client transition.
- Appreciated by client leadership for accuracy in reporting and process improvements.
- Reduced ramp-up time by 30% for new joiners through structured training and mentoring.

## CERTIFICATIONS

- Advanced Excel – Udemy
- Power BI – Udemy
- Power Automate – Udemy
- Business Analyst (IIBA & PMI Aligned) – LinkedIn Learning
- EY Audit Job Simulation – Forage

## EDUCATION

- Bachelor’s Degree in Business Administration – Bharathiar University
- Post Graduate Diploma in Computer Applications (PGDCA) – Browzone Infotech