

# Gautham Prasath Suresh

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## Experiences

**Relationship Manager** Jan 2023 - Jul 2023  
HDFC Bank Ltd Chennai, India

- Onboarded 9 new clients with seamless account setup, enhancing **client satisfaction scores by 20%** through effective integration and **compliance management**.
- Enhanced client portfolios by 15%, delivering **personalised financial planning** to 14 clients and **strategic credit service recommendations** based on requirements.
- Improved **client retention rates by 10%** through prompt resolution of inquiries and complaints, delivering **exceptional customer service** experiences.
- Optimised loan sanction processes for **8+ companies** and conducted **ratio analysis for 40+ firms**, expediting approvals and **reinforcing risk assessment**.

**Senior Customer Service & Operations Analyst (B5) | Anti-Money Laundering (AML)** Jan 2022 - Dec 2022  
NatWest Chennai, India

- Improved the UK's AML efforts by **investigating 260+ cases** of **fraud, money mules, and layering**, providing detailed reports to the National Crime Agency.
- Enhanced fraud detection for NatWest Corporate accounts through **analysing 130+ suspicious transactions** in foreign currencies and stock markets, strengthening security protocols.
- Enhanced **KYC compliance by 15%** via conducting background checks on **150 high-risk customers**, identifying and flagging 10 accounts for **improved due diligence**.
- Improved operational efficiency by processing **500+ system alerts** with a **95% resolution rate** within 48 hours, escalating **20 high-risk cases** effectively.

**Customer Service and Operations Analyst | Debt Management Operations (DMO)** Aug 2020 - Jan 2022  
NatWest Chennai, India

- Supported the UK government's **Bounce Back Loans project**, ensuring critical and timely **financial services** reached **SMEs** during the pandemic, enhancing economic stability.
- Enhanced communication and compliance via distributing **4,000+ Quarterly Arrear** and **FCA 15-day statements** across multiple banks, improving defaulter engagement and awareness.
- Improved team performance and facilitated knowledge transfer by training and mentoring **4 new CSO analysts**, resulting in a **20% increase in team efficiency**.
- Received the "Bronze Ovation" award for **exceptional operational efficiency** and **eliminating critical backlogs**, ensuring smooth operations and enhanced service delivery standards.

## Education

**MSc in Management** Sep 2023 - Sep 2024  
University of Leeds Leeds, UK

Strategic Management, Management in Practise, Supply Chain Management, CSR Ethics & Sustainability, Understanding Data for Decision Making, Behaviour in Organisations.

**Bachelor of Commerce** Jun 2017 - Apr 2020  
Ramakrishna Mission Vivekananda College Chennai, India

Management Accounting, Corporate Accounting.

## Skills

**Technical Skills :** Project Management, Analytical Thinking, Decision Making, Strategic Planning, Lean Six Sigma (Beginner), Agile

**Tools :** MS Office Suite, Power BI

## Projects

**Business In Simulation**

- Engineered a business simulation platform with **85% accuracy in predicting market outcomes** and enabled rapid prototyping, testing business ideas leading to a **90% user satisfaction**.