

# **SUDHEER NEELAKANDAN**

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## **SUMMARY**

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Seasoned COO with over **25 years of leadership experience in BFSI and Shared Services**, specialising in building and scaling **Global Business Services (GBS)** models that centralise operations and drive enterprise efficiency. Recognised for transforming fragmented processes into high-performing, award-winning hubs known for **innovation, compliance, and cost excellence**.

At **UAE Exchange**, spearheaded the migration of over **100 processes** into four Shared Services hubs across three countries, delivering **45–65% cost savings** and establishing a **160,000 sq. ft. SEZ facility in Chennai**.

At **Unimoni**, launched a **Small Business Loan (SBL)** vertical, **secured RBI forex licences**, and implemented a **Loan Management System (LMS)** that lifted EMI collection efficiency to **97%** while reducing cost of collection by **30%**.

As **Co-founder and Director** of a start-up in the waste-management sector, led finance, governance, and expansion, building a client base of **2,500 corporate and institutional customers** across South India that continues to generate recurring revenue.

A proven leader in **shared services transformation, regulatory engagement, and operational turnaround**, with deep expertise in building scalable service models that enable sustained business growth.

## **SKILLS**

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**Shared Services & Business Operations:** GBS Leadership, Shared Services Design & Expansion, Multi-product BFSI Operations (Remittances, Forex, Loans, Payments), Process Transition & Centralisation, IT Systems Implementation Across Geographies, Service Delivery & BPO Management (SLAs & BCP), Governance & Compliance (AML/KYC), Working Capital & Branch Funding

**Leadership & Organisational Development:** Quality Management through EFQM, Six Sigma Deployment & Continuous Improvement, GRID Leadership & Conflict Resolution, Culture Building & Employee Value Proposition, Stakeholder & Regulatory Engagement, Regulatory Liaison with Central Banks, Transformation of Operations in NBFC & Exchange House Segments

## EXPERIENCE

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### TL TECHNOLOGIES PVT. LTD.

Kerala

#### COO

Nov 2024 – Till Date

- Engineered scalable IT solutions across app, e-commerce, and web platforms, enhancing client satisfaction and repeat business opportunities.
- Reduced project period for website development from 8-12 weeks to 4-6 weeks by proper work alignment, better coordination with the client, regular monitoring via implementing module planner, daily scrum call etc
- Streamlined employee onboarding time by 40 % by implementing HR processes and digitised HR practices accordingly for better people management and governance

### MAXCARE INDIA PVT. LTD.

Kerala

#### Co-founder & Director

Dec 2020 – Till Date

- Directed strategic investments and governance as Board Director, guiding the start-up focusing on waste management solutions
- Secured 2500 corporate/institution clients across South India for waste management solutions in 4 years

### UNIMONI FINANCIAL SERVICES LTD.

Mumbai & Kerala

#### COO

Jan 2019 – Sep 2020

- Launched a small business loan product that contributed to 10% of company revenue by architecting robust systems and processes for loan origination and disbursement.
- Achieved a 97% EMI collection efficiency while slashing collection costs by 30% through the deployment of a new Loan Management System which support gold loan as well as small business loan
- Secured branch forex licences and safeguarded uninterrupted operations by engaging directly with RBI regulators and implementing compliance frameworks.

### UAE EXCHANGE

Abu Dhabi, UAE

#### Global Head – Shared Services

Oct 2011 – Dec 2018

- Established 4 Shared Services Centres in UAE, India and Philippines by migrating 100+ processes from 25 countries, delivering 45–65% cost savings through centralisation and automation.
- Established a 160,000 sq. ft. SEZ Shared Services hub in Chennai, creating infrastructure to support 1,500–2,000 employees and ensuring business continuity across three countries.
- Implemented RPA in 20+ processes, boosting efficiency and raising resource utilisation rates from 50% to over 75%.

## Senior Manager – Central Operations

Oct 2006 – Oct 2011

- Migrated the AMIGO core transaction system across 30+ countries, tailoring rollouts to local financial product requirements and significantly improving branch and back-office processing efficiency.
- Implemented the Wage Protection System (Smart Pay) in collaboration with the UAE Central Bank and Labour Ministry, delivering a large-scale payroll solution for a vast customer base.
- Implemented multi-currency travel cards and pay roll prepaid cards both of which were pioneer in UAE market, in collaboration with MasterCard and the UAE Regulators
- Directed SWIFT processing operations to 99–100% accuracy, securing Deutsche Bank's STP Excellence Award for nine consecutive years.

## Manager – Funding & Forex

Kochi, Kerala Sept 1999 – Oct 2006

From 1999 to 2006, I managed funding and forex operations for 300+ branches across India, establishing robust reconciliation systems and partnerships with 50+ banks. I also set up a Cash Processing Centre that streamlined foreign currency exports, handling up to four shipments weekly with greater efficiency.

## EDUCATION

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### Cost & Management Accountant

USA

The Institute of Certified Management Accountants

2010

### Cost Accountant

India

The Institute of Cost Accountants of India

2004

### M.Com.

Kerala, India

Mahatma Gandhi University

1997

## CERTIFICATION & TRAININGS

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Six Sigma Green Belt	Benchmark Six Sigma Bangalore	2008
GRID Leadership Management	GRID International	2012
Straight Through Processing	Deutsche Bank	2012
ISO 14001:2004	Intertek International, Dubai	2013

## AWARDS & RECOGNITIONS

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- Won the Mastercard Award for pioneering the multi-currency travel card launch.
- Recognised for the Best Shared Services Model by SSON, Bahrain.
- Awarded the EFQM Gold Medal for Central Operations excellence
- Secured Deutsche Bank's STP Excellence Award for SWIFT processing for nine consecutive years.