**Susheeth Ravindra Shetty.**

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**AREA OF INTEREST:**

* **STBT (Short Term Business Traveler) and Global Mobility Operations, Business Immigration, Client Management, Automation, Project Management, UAT management and Billing work.**
* **To develop expertise in understanding of a) the processes of the operations/engagement team and b) the technology which they use by working closely with the IT team and use both a) and b) to develop efficient processes, ensure smooth running of the processes and for any new client implementations become the go-to-advisor for both operations/processes and technology related matters.**

**Skills:**

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| * **STBT compliance.** * **Client and executive relationship building.** * **Innovative, take initiative and adapt to changes per the business requirements.** * **Integrating STBT and Global Mobility processes.** * **Analytical skills with MS Excel, Spot fire and Business Intelligence.** * **Outstanding organization skills and natural networker who’s adept at building relationships.** | * **Project Management.** * **Onboarding client projects and setting up the processes associated with the services to be provided to the client.** * **UAT management.** * **Good listener, easily approachable, passionate about mental health advocacy and always strive to create a safe environment in the team, so that whenever they are down, they can freely share how they feel with a belief that their team-mate has got their back without any judgements.** |

**Work Experience:**

**July 21, 2014, To SEPTEMBER 02, 2021**

**Tax Senior / Ernst & Young (EY)**

* **Experience in supporting programs that help global organizations identify and comply with legal and regulatory requirements in the countries where they have offices and/or to which they send their employees and contractors.**
* **For one of the US Fortune 500 companies, I managed the global client coordination starting from assignment initiation (tax, immigration, and social security), tax authorization list preparation, immigration coordination and billing (reviewing the local office billing templates, preparing the final client bill, and working with the finance team to generate the client voice).**
* **Expertise in integrating the STBT process for Tax, Immigration, Posted Worker and Social Security as per the client requirements and then developing a standard process to suit client’s needs and delivering service-focused business rather than a product focused business.**
* **Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures and instilled shared accountability for achieving project milestones.**
* **Led EY STBT and EY Global Mobility tool set up and configurations as per the client requirements.**
* **Managed regression testing, analyzed results and submitted observations to development team.**
* **Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for the use of the support team.**
* **Resource management - To ensure that my team members are fully utilized, creating back-ups by taking initiative to plan the cross trainings of the team members and work closely with managers from other teams to brainstorm for the effective utilization of the resources from multiple teams.**
* **Expertise in monitoring the functioning of processes ensuring compliance with the agreed SLA levels with skills in leading and monitoring the performance of the team members to ensure efficiency in process operations.**
* **Managed overall operational governance, ensure client delivery to agreed quality standards.**
* **Managed end-to-end STBT project life cycle by administering project progress as per scheduled deadlines for various tasks and taking necessary steps for ensuring completion within time and effort parameters.**
* **Expertise in analyzing and recognizing opportunity areas, initiating process improvements by identifying service delivery gaps and monitoring performance improvement action plans.**
* **Experience in performing research, analysis on the process issues, creating the work-around plan to comply with the client requirements.**

**Education:**

**April 2014**

**Bachelor of Science in Physics, Chemistry and Mathematics/ Alva’s College Affiliated to Mangalore University, Mangalore, Karnataka, India.**