



MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA

Accredited by NAAC with 'A' grade and Recognized by DSIR, Govt. of India

Listed in the National Institutional Ranking Framework (NIRF) 2020 Rank Band: 150-200

An ISO 9001:2015 Certified Institution

Webinar on
**CURRENT VS EMERGING
TRENDS IN THE
GLOBAL SERVICE INDUSTRY**



**Susan Paul, Senior Assistant
Vice President, EXL**

**Date : 11th August 2020
Time : 12:00 P.M - 1:00 P.M**

**Report of the webinar organized by Macfast Corporate Relations on the topic
"Current Vs Emerging Trends in the Global Service Industry"**

Macfast Corporate Relations organized a webinar through Zoom platform on the topic on "Current Vs Emerging Trends in the Global Service Industry" 11th August 2020 from 12.00 pm to 01.00 pm. The webinar was lead by Ms.Susan Paul, Senior Assistant Vice President, EXL Service. The students of MBA, MCA and School of Bio science attended the webinar. A count of 263 participants attended the webinar.



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Top Skills

Coaching
Accounts Payable
BPO

Certifications

Coaching

Susan Paul

Senior Assistant Vice President at EXL
Cochin Area, India

Summary

Specialties: Transition and Migration of Financial Services, Team and Client Management

Experience

EXL

Senior Assistant Vice President
November 2014 - Present (5 years 9 months)

EXL Service

Assistant Vice President
January 2012 - October 2014 (2 years 10 months)
Transitions, Migration of Finance & Accounting Services, Managing Ongoing Operations and Team Management, Business Case Studies

Outsource Partners International

DGM
November 2010 - December 2011 (1 year 2 months)
Kochi, India

My current role is managing the operations -People, Process and Technology covering P2P, O2C and R2R in Finance and Accounting domain.

Education

Institute of Chartered Accountants of India
CA · (1993 - 1997)

Stella Maris College
Bsc, Mathematics · (1986 - 1989)

St Josephs of the Woods , Cochin
10 · (1973 - 1984)

Meeting ID	Topic	Start Time	End Time
97950890808	MACFAST Webinar Series #10 - Current Vs Emerging Trends in the Global Service	8/11/20 11:30	8/11/20 1
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