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# SURESH DEVADOSS, PMP, ITIL

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## PRODUCT MANAGEMENT LEADER

PRODUCT MANAGEMENT | SOLUTION MANAGEMENT | STRATEGIC DIRECTION | INNOVATION

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### Summary of Qualifications

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- **CUSTOMER-CENTRIC PRODUCT OWNER** with 16+ years of experience generating product solutions based on gap analysis, improving customer value proposition, and promoting digital payment services expansion.
  - **AGILE PRACTITIONER** who leads product innovation and develops breakthrough enhancements to existing products, transforming Payment Acceptance, Card Issuing, Issuer Processing, as well as other key product domains.
  - **TECHNICALLY MINDED LEADER** who drives innovation and elevates team performance by providing mentorship and spearheading hackathon events.
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### Areas of Expertise

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Product Management | Market Research | Commercialization | Contract Management | Solution Management | Critical Problem-Solving | Strategic Partnership Building | Regulatory Compliance | Business Processes | Billing | Client Management | Vendor Management | Technology Integration | Automated Intelligence | Leadership | Financial Services

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### Professional Experience

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#### DIRECTOR – VISA TRANSACTOIN CONTROLS

Visa | Singapore

Feb 2024 – Present

*Managed the Global Product Team for Visa Transaction Controls and collaborate with regional product partners to develop and deploy market-based solutions. Actively engaged in AI initiatives to deploy a payment platform to support Agentic Commerce merchants.*

- Define and drive product vision and strategy, creating detailed roadmaps, prioritizing features, and collaborating with engineers, and stakeholders.
- Ensure regulatory compliance, monitor performance through KPIs, conduct market research for innovation, and facilitate training to enhance user experience and team education.
- Collaborate with cross-functional teams including Marketing, Account Executives, Interchange, Pricing Committee, Legal, Licensing, Rules, Client Service and Technology to prioritize product features.
- Engage with clients and partners to gather feedback, build strong relationships, and oversee budget and resource allocation to ensure timely delivery.

#### SR. PRODUCT MANAGER – VISA FLEXIBLE CREDENTIAL

Visa | Singapore

Oct 2022 – Jan 2024

*Lead the solution development and launch of Visa Flexible Credential in Japan(Olive – SMCC), working as part of a small innovator team. Participate in executive briefing, reporting on product outcomes and strategizing on solution scaling.*

- Create and maintain a comprehensive product roadmap, overseeing the end-to-end product lifecycle to ensure alignment with client requirements in terms of scope, time, and budget.
- Established new payment processing capability for banking clients to support multiple funding source on a chip card/token that functions as a credit, debit, prepaid, BNPL card simultaneously
- Created go-to-market strategies and marketing campaigns to promote new opportunities to Issuing Banks and merchants informing them about the availability and benefits of new services

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**MANAGER – DIGITAL DEPLOYMENTS**

Visa | Singapore

Oct 2021 – Sep 2022

*Led the deployment of digital infrastructure and solutions to enable Google/Apple Pay services within the client ecosystem of the Asia-Pacific region, primarily in India, Thailand and Vietnam.*

- Collaborated with acquirers and digital wallet providers to integrate and reconcile divergencies in technical infrastructure to support product launch
- Worked closely with Google, Apple, Jio, and Samsung partners to ensure security of digital transactions, implementing various security measures, including tokenization and biometric authentication

**PROJECT MANAGER – SMART AUTOMATION**

Visa | Singapore

Oct 2019 – Sep 2021

*Leveraging a solid background as a test engineer, successfully drove automation across multiple projects, reducing person-hours and operational costs.*

- Automated test scripts across the issuer processing platforms using AI

**SCRUM MASTER – VISA TRANSACTION CONTROL**

Visa | Singapore

Dec 2017 – Sep 2019

*Proficient in facilitating daily scrum, sprint planning, sprint demo, and retrospective meetings and roll out Visa Transaction Controls Admin portal for global markets.*

- Guided and coached the Scrum Team on how to use Agile/Scrum practices and spearheaded monthly production install by achieving zero disruption to online transaction processing.

**PROJECT MANAGER – VISA PROCESSING SERVICE**

Visa | Singapore

Apr 2011 – Nov 2017

*Led a cross-functional 50+ member team through the Phoenix data migration project, spearheading system modifications and developing functionality for end-to-end functional integration for Visa processing clients.*

- Managed the migration of Authorization and Settlement traffic, minimizing downtime for the client

**SERVICE MANAGER – PAYCLICK**

Visa | Singapore

Oct 2008 – Mar 2011

*Managed a multimillion-dollar program that supported the development and launch of Visa's online C2B payment system, allowing customers to make purchases with a single click.*

- Collaborated with Microsoft Consultancy Service on a new digital payment system development and executed proof of concept for hosting payment processing on Microsoft Azure cloud network

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### Additional Experience

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MANAGER, BUSINESS ANALYSIS | Citi Bank | Singapore

2007 – 2008

CONSULTANT | AIT Software Services | Singapore

2005 – 2007

TEST ENGINEER | ThinkSoft Global | Chennai, India

2004 – 2005

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### Certifications

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BLOCKCHAIN TECHNOLOGIES: BUSINESS INNOVATION AND APPLICATION | Massachusetts Institute of Technology

PROJECT MANAGEMENT PROFESSIONAL | Project Management Institute

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### Education

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BACHELOR OF ENGINEERING | Bharathiar University | Coimbatore, India