



Abhisek Chaturvedi

✉ chaturvedi.abhisek@gmail.com | 📞 +91-9712934643 | www.linkedin.com/in/abhisek-chaturvedi-44a7136

OnlineResume: chaturvediabhisek.github.io/abhisek-resume/

Associate Vice President | Senior Thought Leader in Service & Client Management | Program & Operations Excellence

Executive Summary

Senior IT & Operations Leader with 18+ years of experience specializing in **global shared services, large-scale digital transformations, and multi-million-dollar P&L ownership**. **Recognized for driving enterprise HRIS modernization, BPO operational excellence, and compliance frameworks** across IT, Telecom, and Healthcare industries. Trusted advisor to C-level stakeholders, with expertise in **service delivery governance, workforce transformation, and financial performance management**.

Core Competencies

Global Program Management • Service Delivery Excellence • HRIS (Workday, SAP, Salesforce) • Shared Services (GCC/COE setup & operations) • Client & Stakeholder Engagement • Security & Compliance (SOX, GDPR, Data Privacy) • P&L & Revenue Growth • Process Automation & Digital Transformation • Six Sigma DMAIC • Agile & ITIL • Vendor & Partner Management

Executive Stakeholder Engagement (C-level steering committees, governance) • Strategic Planning & Business Transformation Leadership • Cross-functional Global Team Leadership (800+ FTEs across geographies) • Client Relationship & Expectation Management • Risk Governance & Decision-Making • Change Management & Organizational Alignment • Communication & Negotiation Skills • People Development, Coaching & Talent Retention

Certifications & Technical Skills

- Certifications: Data Science with R & Python | Advanced Machine Learning.
- Platforms: Workday, Salesforce, Microsoft 365, Azure, MS CRM, MS Exchange, Jira, Power BI, MuleSoft, Asana, Google Workspace.
- Methodologies: Six Sigma DMAIC, Agile, ITIL, Sec DevOps, ML, AI, Project management life cycle.

Projects

Shared Services Transformation & HRIS Implementation | Workday, SAP, Jira, MuleSoft, Power BI, MS Projects

Budget: \$15M | Duration: 2.5 Years

Project: Migrate master data management system from SAP (On premise) to Workday (SaaS cloud infrastructure) for **150 K employees** across geographies. Streamline redundant processes in various HRBP organizations. Achieve efficiency through FTE reduction and digitizing processes. Improve employee experience through standardization.

My Role: As Sr. Program manager advised executives in **project selection and prioritization** using value stream mapping, data mining, cost-benefit analysis, and strategic alignment • Defined **key milestones, success metrics, and exit criteria** for enterprise projects • Built and led **cross-functional delivery teams** (Technical, Business Owners, Product Owners, PMO, Training, and Vendors) • Oversaw project delivery across the **end-to-end lifecycle**—initiation, execution, testing, training, deployment, security, finance, and final business handover—using **Agile and DevOps frameworks** • Ensured **transparent communication** with stakeholders, sponsors, and delivery teams through structured reporting and governance • Provided ongoing **guidance and governance support**, resolving risks and ensuring alignment with organizational objectives • Reviewed and approved **user stories, change requests, and new application releases** to maintain delivery quality and compliance

Key Contributions:

- Contributed to executive steering committees, influencing **\$15M program investments** and operational strategy.
- Delivered the project with cross-functional teams of **90+ stakeholders** including PMO, engineers, business owners, product owners, testing and IBM vendor developers.
- Lead end-to-end project of Workday SaaS deployment, migrating HR processes (Org Management, Benefits, Recruitment, Talent & Learning, Master data management, Mobility and Reporting) from SAP. Implemented **project management life cycle through agile methodology**.
- Establish compliance & risk management framework using Sec DevOps as part of implementation strategy.
- Leveraged Jira, MuleSoft, and Power BI for **Executive level project updates, Company-wide transparency, reporting, and governance**.

Achievements:

- Reduced workforce dependency by **180 FTEs** through process automation and digitization, delivering substantial cost savings.
- Elevated employee experiences scores from **80% to 92% (+12%)** via standardized, user-centric HR processes.
- Designed and implemented a **scalable Workday security framework**, digitizing and standardizing **150+ processes and 20+ system integrations** across upstream and downstream applications.
- Secured **SOX Type II, European Council, and GDPR compliance**, with **zero security incidents** during the 3-month handover period.
- Developed **200 enterprise-wide reports**, creating a **single source of truth** to improve transparency, data-driven decision-making, and cross-departmental alignment.

Technical Service Account Management – BPO | 0365, Azure, MS CRM, MS Exchange

\$52M/year | Global Delivery: 800 FTEs

Portfolio: Drive profitability, operational excellence, and client satisfaction for global technical support and consulting portfolio across multiple geographies.

My Role: As Associate vice president led **800+ FTEs** to deliver global technical support services across Microsoft technologies including **MS Exchange (On-prem & 0365), Azure Billing & Space Management, MS CRM, and Critical Incident Management**. Held **P&L responsibility**, driving both top-line growth and bottom-line profitability in line with corporate objectives. Ensured consistent achievement of contractual **KPIs** (Customer Satisfaction, Quality, Productivity, Attrition, Profitability, Shrinkage, Seat Utilization) on a month-on-month basis. Fostered strong **client engagement and executive stakeholder management**, driving long-term partnerships. Identified and executed **business growth opportunities** through service expansion and operational scalability. Championed **process improvements** leveraging Six Sigma (DMAIC), Kaizen, Value Stream Mapping, 5 Whys, and **Gamification** to boost efficiency, quality, and employee engagement.

Key Contributions:

- Managed **\$52M annual portfolio** covering technical support and consulting services across Microsoft technologies.
- Held **P&L ownership**, optimizing costs and enhancing margins.
- Directed global delivery operations of **800 FTEs across India, China, Philippines, and Europe**, expanding capacity by 100 FTEs for critical incident management.
- Championed **SLA governance and performance management**, ensuring consistent high client satisfaction.
- Represented delivery function in **C-level steering committees**, presenting performance updates, financials, and risk mitigations.
- Implemented **Six Sigma DMAIC initiatives**, improving operational efficiency and reducing delivery risks.

Achievements:

- Delivered **42% YoY margin growth** (vs. 37% in prior year) through cost optimization and operational excellence.
- **Scaled operations by 100 FTEs** while maintaining service quality and strengthening client relationships.
- Increased **customer satisfaction scores from 92% to 96%** and sustained **90%+ internal quality scores** consistently month-on-month.
- Reduced **attrition to 5%**, driving higher workforce stability and engagement.
- Improved **seat utilization from 1.3 to 1.5** through effective workforce management and capacity planning.

Professional Experience

DNEG

Assistant Vice President

| Apr 2024 – Present

Leading global support team of 15 workday specialist to support & maintain workday , Asana, Google Docs on the network • Identifying Key projects with milestones, KPI's for project performance and Exit criteria • Getting approval and budget from the executives • Ensure end to end execution with the help of the team • Cross functional coordination from teams like business owners • Communication of the key project milestones and delivery to executives and company • Governance • Workday policy management (Domain and Business process policy) • Escalation management • Team management • Performance management

Achievements:

- Project on legal form dissemination to the employees related to tax compliance and waiver and recording the conformation **saving company 1/2 million dollar in penalty**
- **Delivered Skill mapping project** using workday skill cloud to record and updating skills of the employees required on weekly basis so the employees can be assigned and reassigned to various media projects like animation, graphics, sound etc. **Saving dedicated 30 FTE workload** for maintaining and updating skills across globe. Increasing the assignment **quality to 90% from 81 %**
- **Improved data quality scores from 88% to 98%** by integrating legacy system with workday to get data from right source and creating an error free Master data base management system
- Automation of 20 reports from workday **reducing 10 FTE** to prepare and validate regular reports on headcount, departmental compensation

ACTE

Workday Consulting/Trainer

| Dec 2022 – Apr 2024

Delivered advanced Workday SaaS application training and consulting on Human capital management core HCM

AB InBev

Senior Program Manager

| Sep 2019 – Dec 2022

Planned & delivered complex enterprise programs; prioritized shared services automation opportunities for operations excellence • Transform global shared services by establishing a Global Capability Center (GCC) & Center of Excellence (COE) • lead HRIS modernization through Workday SaaS implementation

Achievements:

- Shared Services Transformation & HRIS Implementation | Workday, SAP, Jira, MuleSoft, Power BI, MS Projects.
- Back to basics project streamlining internal quality mechanism by automating transaction monitoring and feedback process thus improving data quality to 99% from 93%
- Streamlined 8 business processes for Learning & Development (L&D) and org management by digitizing Training need identification, training nomination and scheduling process, Streamlining the redundant Supervisory orgs.

Wipro

Associate Vice President

| Sep 2017 – Mar 2019

Drive profitability, operational excellence, and client satisfaction for global technical support and consulting portfolio across multiple geographies.

Achievements:

- Achieved **42% YoY margins** (vs. 37% prior year).
- **Scaled operations by 100 FTEs** through cost efficiency, service quality and client relationship management.
- Enhanced **customer satisfaction scores from 92% to 96%** through robust SLA management and proactive stakeholder engagement. **90% above on internal quality** scores month on month.
- **Reduced attrition to 5%.**
- **Improved seat utilization from 1.3 to 1.5** thorough strong work force management

Entrepreneur

Founder

| Feb 2017 – Sep 2017

Founded real estate broking firm focused on affordable housing.

Adani

Head Customer Service

| Sep 2015 – Feb 2017

Lead team to 28 FTE customer care team for Adani residential housing

Achievements:

Increased collections portfolio from \$500M to \$700M through Salesforce CRM automation and back-office transformation.

Godrej

Sr. Manager

| Apr 2014 – Sep 2015

Lead team to 23 FTE customer care team for Godrej Garden City residential housing

Achievements:

Improved sales from \$50M to \$65M/month by centralizing CRM and vendor management.

Wipro

Service Delivery Lead

| Sep 2003 – Apr 2014

Delivered IT, Healthcare, and Telecom service delivery/consulting across **India, China, and the Philippines**. For key client processes like technical support, Telecom Billing and enquiries, Health care claims adjudication

Achievements:

Lead team of 200 FTEs delivering on key KPI's like customer satisfaction, service levels, attrition, attendance, quality scores, average handling time.

Education

- MBA, ICFAI University – 2021
- B.Com, [Mumbai University] – 2001