

Abhisek Chaturvedi

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

Online Resume: 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.
-

Career Highlights

Shared Services Transformation & HRIS Implementation (Budget: \$15M | Duration: 2.5 Years)

- Contributed to **executive steering committees**, influencing **\$15M program investments and operational strategy** for global shared services transformation, establishing a **GCC & COE** within timeline and budget.
- **Led Workday SaaS implementation**, migrating HR processes (Org Management, Benefits & Rewards, Recruitment, Master Data, Mobility, Talent & Learning) from SAP..
- Directed **cross-functional teams of 90+ stakeholders** (engineers, specialists, PMO, IBM vendor developers).
- Designed & deployed a **scalable Workday security framework** with **150+ policies and 20+ integrations**, boosting employee experience scores **from 80% to 92% (+12%)**.
- Built **compliance & risk management framework** achieving **SOX, European Council, and data privacy accreditations**
- Leveraged **Jira, MuleSoft, and Power BI** for enterprise-wide transparency and reporting.
- Reduced workforce dependency by 80 FTEs through process improvements and digitization, achieving significant cost savings and operational efficiency while maintaining service quality

Technical Service Account Management – BPO

- Managed a **\$52M/year technical support & consulting portfolio** (O365, Azure, MS CRM, MS Exchange).
- Held **P&L accountability**, improving margins through cost optimization and achieving **42% YoY growth (vs. 37% prior)**.
- **Directed global delivery (800 FTEs)** across India, China, Philippines, and Europe; scaled by **100 FTEs** for critical incident management.
- Championed **SLA governance & performance management**, ensuring high client satisfaction.
- Engaged with **C-level executives via steering committees**, communicating delivery success, risks, and financial performance
- **Implemented Six Sigma DMAIC initiatives**, driving operational efficiency and risk reduction.

Professional Experience

DNEG

Assistant Vice President

| Apr 2024 – Present

- Leading global support team for HRIS tools (Workday, Asana, Google Workspace).

ACTE

Workday Consulting/Trainer

| Dec 2022 – Apr 2024

- Delivered advanced **Workday SaaS application training and consulting**.

AB InBev

Senior Program Manager

| Sep 2019 – Dec 2022

- Planned & delivered complex enterprise programs; prioritized shared services automation opportunities for operations excellence.

Wipro

Associate Vice President

| Sep 2017 – Mar 2019

- Led **800+ FTE global service delivery/consulting** teams across Asia.

Entrepreneur

Founder

| Feb 2017 – Sep 2017

- Founded real estate broking firm focused on affordable housing.

Adani

Head Customer Service

| Sep 2015 – Feb 2017

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

Godrej

Sr. Manager

| Apr 2014 – Sep 2015

- 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**.

Education

- MBA, ICFAI University – 2021

- B.Com, [Mumbai University] – 2001