

Professional Summary

HR Service Delivery leader with **10 years of experience** delivering global HR operations, employee services, and digital transformation initiatives across complex, matrixed organizations. Experienced in leading enterprise-wide service delivery improvements by partnering with HR, Technology, and Operations teams to simplify processes, enhance employee experience, and enable scalable HR solutions. Adept at driving operational excellence through service governance, digital innovation, knowledge management, and data-driven continuous improvement.

Career Highlights

- Led the transformation of Global HR service delivery through digital-first initiatives, enabling scalable, employee-centric support models that enhanced operational efficiency and service quality.
 - Spearheaded enterprise Shift Left (Self Service) initiatives, strengthening Tier 1 and Tier 2 capabilities optimizing resource utilization and reducing dependency on specialized support teams.
 - Influenced the evolution of HR channel strategy by integrating digital tools, AI-enabled self-service and standardized processes to enhance the employee and manager experience.
 - Championed AI-enabled HR service innovation through the introduction of an HR Virtual Assistant and enhanced digital support channels, accelerating self-service adoption and improving knowledge accessibility.
 - Directed enterprise knowledge management transformation by implementing an AI-ready content framework and optimizing 25% of HR knowledge content within five months to improve governance, searchability, and content quality.
 - Established governance frameworks for SLA compliance, CSAT, ticket quality, and operational performance, leveraging service analytics to drive continuous improvement and service excellence.
 - Designed and implemented a standardized Ticket Quality Review Framework that strengthened case management discipline, improved response quality, and established consistent service standards across HR Service Delivery teams.
 - Improved end-to-end employee support by redesigning ServiceNow case management with task-based collaboration, enabling Tier 1 ownership while minimizing handoffs across support tiers.
 - Partnered with Technology teams to develop a ServiceNow Coaching Module that standardized coaching practices, strengthened manager capability, and improved visibility into employee development and coaching outcomes.
 - Recognized as a trusted partner to HR, Technology, and business leaders for driving digital HR transformation, operational excellence, and continuous improvement across Global HR Service Delivery.
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Professional Experience

Wells Fargo HRSD Associate Manager
Global Employee Services & Digital HR Transformation

April 2021 – Present

- Led Global HR Service Delivery transformation, modernizing employee and manager support through digital solutions, AI-enabled self-service, operational excellence, and continuous improvement.
- Spearheaded enterprise **Shift Left transformation**, strengthening Tier 1/Tier 2 capabilities, optimizing service ownership, accelerating resolution, and reducing dependency on specialized support teams.
- Redesigned **ServiceNow HRSD case management** through task-based collaboration, enabling Tier 1 end-to-end ownership while coordinating Tier 2/3 support and reducing employee handoffs.
- Partnered with HR, Technology, Product, and Operations leaders to deliver **ServiceNow HRSD and Workday** capabilities aligned with business priorities and evolving workforce needs.

- Championed AI, automation, process simplification, and an **HR Virtual Assistant**, expanding self-service, improving digital adoption, and enhancing employee and manager experience.
- Established governance for **SLA, KPI, CSAT, ticket quality, and operational performance**, using analytics and trend insights to drive data-led decisions and continuous service improvement.
- Implemented a standardized **Ticket Quality Review Framework** across HR Service Delivery operations, strengthening case quality, documentation, response consistency, and service excellence.
- Transformed enterprise knowledge management through an **AI-ready content framework**, optimizing 25% of HR knowledge assets within five months and improving searchability and self-service.
- Designed and implemented a **ServiceNow Coaching Module**, standardizing coaching practices, strengthening manager capability, and improving visibility into coaching outcomes through dashboards and tracking.
- Led HR transformation and change initiatives supporting **2,500+ managers**, delivering communications, learning, knowledge enablement, and organizational readiness for global HR programs.

3M India Limited HR Executive

July 2017 – April 2021

- Supported enterprise HR operations across **compensation, performance management, HRIS, payroll, organization design, and employee lifecycle**, ensuring accurate and consistent HR service delivery.
- Contributed to successful **Workday implementation and stabilization**, supporting process design, data validation, user readiness, adoption, and transition to standardized HR processes.
- Partnered with Global Compensation, HR Business Partners, and HR Technology teams to execute annual compensation and performance cycles with strong process governance and data integrity.
- Developed **workforce analytics, executive dashboards, and HR reports**, providing insights for compensation planning, organizational design, workforce decisions, and business planning.
- Supported organizational restructuring, workforce transitions, **mergers and acquisitions**, and role-mapping initiatives while maintaining data accuracy, governance, and organizational readiness.
- Contributed to **payroll automation and HR process improvements**, reducing manual effort, strengthening process consistency, and improving operational service delivery.
- Supported employee experience initiatives including **onboarding, engagement, and recognition**, partnering with stakeholders to deliver consistent employee support and strengthen organizational culture.
- Built strong foundational expertise across **HR operations, Workday, HRIS, analytics, process improvement, and data governance**, enabling subsequent leadership in global HR Service Delivery transformation.

Education

PGDM – Human Resources & Marketing
IFIM Business School (AACSB Accredited)

2015-2017

Bachelor of Management Studies
St. Francis College for Women

2012-2015

Awards & Recognition

- Wells Fargo Champion Award
- Recognition for Annual MTR Process – 3M India
- Government of India Merit Scholarship
- Best Student Volunteer – IFIM Business School
- Best Assistant Director – St. Francis College for Women