



Harish Krishnamurthy

HR Shared Service leader

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Harish is a People & Process coach. He is a certified Six sigma Lean expert and Lean Master Trained. He is also a Master NLP practitioner & Result Coach with GPHR certification. His leadership style is of "Service leader".

Specialized in establishing Shared Service in the area of Business transformation, Technology implementation, and change management with implementation rigor using Project Management & Lean Management, backed by 27 years of ground up experience.

- Worked for 9 years at ground level in finance industry in the area of Tax, Audit and project finance with finance experts. Helped to learn basics of customer relationship and finance workspace.
- 2000 to 2003 worked with multiple service providers to learn setting up of operation , system implementation and change management
- 2003 to 2008 Worked to establish a business transformation group for Honeywell in the area of HR service, Payroll, Contact center, Data management, reporting & security. The transformation encompassed east for east and east for west strategy. Leveraged Vendor management, Six sigma along with process & budget ownership. Group expanded from 3 member team to 200 spread across region.
- 2008 to 2010 worked to establish 100% outsourcing devilry hub for Microsoft in the area of Payroll for APAC.
- 2010 to 2017 worked in the area of multi region service operation to establish Bronze standard of Lean Management system of operation & functional transformation. This service spread across APAC & EMEA for 50+ countries. In this period work also extended to delivering global M&A integration & establishing Robotics (RPA) COE

EXPERIENCE

Tricor Business Services Sdn Bhd

Jan 2018 - Present

Director- Regional Payroll

Managing role of Lead for Regional payroll initiative, i took responsibility of Strategy & execution of regional payroll operation

1. Regional Payroll Governance
2. M&A Due Diligence
3. Market research, Product Innovation & Go to Market support
4. Support Pricing & revenue sharing model set up.
5. Identify new country partners
6. KL Payroll BPO Hub set up and optimization
7. Robotics (RPA) for payroll BPO
8. Country transition to new platform
9. Compliance audit including support to integrate GDPR requirements.
10. Support sales team with Potential client
11. Implementation of MSFT dynamics & SharePoint for BPO & Onsite SME.

Tricor Business Services

July 2017 - Dec 2017

Consultant-Payroll & HR Shared Service

Tricor
Consultant-Payroll & HR shared services
July 2017 - Dec 2018

1. Regional Payroll capability assessment.
2. Potential Merger assessment and board/PE investor review.
3. Robotic COE capability building
4. Japan Process optimization planning
5. Regional Payroll BPO & SME capability building framework.

Honeywell*September 2010 - June 2017***Director Operation***(6 years 9 months)*

Managing role of Site council leader for HR Shared Services Hub in Bangalore. Housing 200+ service desks. Covering Payroll, Benefits, HR operation, Mobility & Data analytics. Driving common site agenda of Lean management, Talent development and Site management. Also been active part in driving diversity agenda as part of India Diversity council & ICC. Managing payroll operations of 2 regions, 66 countries and 300+ entities . Role include cross border team & stakeholder management, vendor management, integration of merger & acquisition, payroll transformation , SAP & best of breed payroll implementation and budget management. Including working on emerging technologies such as Robotic Process Automation (RPA).

KPI for 2010-2016:

1. Cost per payslip reduced by 25% and budget kept flat along side increase in volume by 38% & Increase in complexity by 164%
2. Process quality variance of .01%
3. Attrition reduced by 53%.
4. Process & people capability increased from 2 project in 2010 to 125 projects in 2016

Microsoft*March 2008 - September***APAC Shared Services Manager***2010 (2 years 7 months)*

Key responsibility include - Operation, Governance and commercial Tracking. Complete outsourcing of the payroll function as per Global Payroll Model. Drive to optimize payroll with automation & standardization to achive cost effective service with high stake holder & Employee satisfaction.

Honeywell*May 2007 - March 2008 (11***Director - Business Operations & Transitions***months)*

Over all responsibility of transition of works to Global delivery center with specific focus on HR Administration, Compensation and Benefits and Payroll and GMS opportunities. Focus on building the effectiveness of the HRS APAC organization, including M&A, training & Change Management.

Honeywell*November 2003 - April 2007***Asia Pacific Service Manager***(3 years 6 months)*

Key responsibility include - Managing Payroll & HRIM Function for Asia Pac region and Setting up HR Service center for Asia Pac HR. Global HR application Support team. Global Mobility Services for India & Asia Pac.

Dell*March 2003 - November***Payroll executive***2003 (9 months)***Intel***April 2001 - February 2003 (1***Payroll executive (E&Y /Team Lease)***year 11 months)***India Life Pension Services Ltd.***May 2000 - April 2001 (1 year)***Executive - Payroll Operation****IBM Global Business Services***May 1998 - March 2000 (1***Executive - Finance***year 11 months)***Arrow Management Consultants (p) ltd.***April 1996 - April 1998 (2***Senior Consultant***years 1 month)***Balu & Anand - Chartered Accountants***April 1991 - March 1996 (5***Account , Tax & Audit Assistant***years)*

EDUCATION

Bangalore University

1988 - 1990

Bachelor of Commerce (B.Com.), Taxation,

Indian Institute of Management, Bangalore

1998 - 1998

IIMB, Management Programme for Finance professionals,

CERTIFICATIONS

SixSigma Green Belt

March 2006

Honeywell

NLP Master Practitioner

September 2009

NFNLP License I209-307101

Certified Lean Expert

June 2013

Honeywell

Result Certified Coach

February 2014

NeuroLeadership Institute

GPHR

June 2015

HR Certification Institute - HRCI

Lean Master

August 2015- December 2015

Honeywell

Agile Project Manager

Oct 2017

LinkedIn

Introduction to Design Thinking and Methods

November 2017

National Institute of Design, Ahmedabad

AI and Machine Learning Specialist:

April 2018

LinkedIn

GDPR Compliance: Essential Training

April 2018

LinkedIn

PROJECTS

APAC Payroll Consolidation

2004 to 2007

1. Managing Onsite payroll Operation
2. Consolidation on Payroll & HRIM ops into Global delivery center
3. Implementation of SAP Payroll System
4. Outsourcing Payroll

Consolidation of HRIM Support for APAC

2004 to 2007

eLeave Implementation for APAC

2004 to 2007

Global HRIM Support center set up

2005

Outsource to InHouse payroll operation for 6 countries of APAC

2007

APAC Payroll Outsource

2008 to 2010

Payroll Operation Functionalisation

2011 to Present

Lean Management System for Payroll Operation

2011 to 2014

Romania & Slovakia SAP Payroll Implementation

2015 to 2016

Global Payroll Focal - M&A

2016

1. Global HR Assessment
2. Implementation of 124 payroll entities
3. Implimentation of Risk assesment process
4. Set up of intreium monthly Audit control

Robotic Process Automation for HR

2016 to 2017

1. POC development
2. Pilot process implementation
3. COE set up

APAC Regional Payroll Service center execution framework

2017

Japan HR Operation- RPA COE set up

2017