

GAGAN GUPTA

Global GCC & GBS Builder | HR Transformation Leader

+91-9810571420 | gagangupta2979@gmail.com | linkedin.com/in/gagan-gupta-08638b6

Senior GCC & GBS leader with 25+ years in global delivery, HR technology, and shared services transformation, with \$15M+ P&L ownership and leadership of 750+ employee organizations serving 30+ countries. Built three global delivery organizations from inception. Proven expertise in enterprise transformation, automation, cost optimization, and next-generation GCC operating models.

EXECUTIVE SNAPSHOT

- **Global GCC & GBS Transformation Leader:** Executive leader with rich experience building and scaling Global Capability Centers (GCCs), Global Business Services (GBS), and digital operating models across enterprise transformation, shared services, and global delivery strategy.
- **Greenfield Build & Scaling Expertise:** Established three greenfield delivery organizations from inception, scaling from a single hire to 750+ professionals, and designed operating models supporting global business growth.
- **Enterprise Value Creation & P&L Leadership:** Owned USD 15M+ P&L operations, delivering measurable outcomes through cost optimization, automation, service consolidation, and operating model transformation, including USD 3M+ annual savings in a single year.
- **HR Technology, Digital & AI Transformation:** Deep expertise across Workday, Oracle HCM, SAP HCM, Neocase, Tableau, and AI-enabled automation; conceptualized digital products including COSTEN, i-Check, EVYA, and Aberto (AI HR assistant).
- **Executive Advisory & Global Operations:** Trusted advisor to CHROs, CFOs, and COOs on GCC strategy, workforce analytics, and risk governance; led transformations for enterprises of 40,000+ employees across 29+ countries.

CORE COMPETENCIES

Strategy & Operating Model

- Global Capability Center (GCC) Strategy & Build
- Global Business Services (GBS) Transformation
- Shared Services Operating Model Design
- Digital & Enterprise Transformation Leadership

Leadership & Governance

- End-to-End P&L Ownership & Governance
- CXO / Board-Level Stakeholder Management
- Risk Management, Compliance & SLA Governance

Operations & Global Delivery

- Multi-Country Operations & Delivery Management
- Global Delivery Center Expansion & Scaling

Transformation & Value Creation

- Cost Optimization & Value Creation
- Business Process Reengineering (BPR)
- Organizational Design & Workforce Scaling
- Enterprise HR Transformation Leadership

Commercial & Ecosystem Management

- Vendor Management & Strategic Outsourcing
- Global Payroll Strategy & Governance
- Enterprise Program & Change Management

WORK EXPERIENCE

Managing Director | Aidosol | Gurgaon / Noida

Jun 2024 – Present

Leading a consulting and managed services firm focused on GCC, GBS, Digital HR Transformation, and HR technology, with ownership of strategy, P&L, commercial growth, and enterprise partnerships.

- Built Aidosol from inception into a consulting-led GCC and Digital HR transformation business, approaching USD 1M annual revenue through strategic client acquisition and expansion into UK and U.S. markets.

- Secured and led a flagship engagement with a 50,000+ employee global semiconductor enterprise: designed and executed its Digital HR Shared Services transformation covering 25,000+ employees across 29 countries in Americas, Asia and Europe, delivering scalable service models and USD 3M in projected annual savings.
- Partnered with CHROs, CFOs, and COOs on GCC setup, global payroll governance, HR operating models, and cost optimization across APAC, EMEA, and North America.
- Conceptualized and led development of Aberto, an AI-enabled HR assistant enhancing service delivery, knowledge management, and workforce support.
- Built technology-enabled managed services on Oracle HCM, Neocase, workflow automation, and workforce analytics; strengthened organizational maturity with ISO 9001 and ISO 27001 certifications.

Managing Director – Product & Business Transformation | Procloz | Gurgaon

Mar 2023 – May 2024

Recruited to transform Procloz from a traditional payroll services organization into a technology-enabled multi-country Payroll and Employer of Record (EOR) platform business.

- Conceptualized and launched COSTEN, a digital Travel & Expense platform, from ideation to market within 12 months; designed EVYA, an EOR onboarding platform digitizing employee lifecycle management.
- Built i-Check, an automated payroll validation engine reconciling input-versus-output payroll data within seconds, improving accuracy, governance, and digital risk management.
- Expanded digital payroll and EOR platforms across the U.S., Philippines, Canada, Australia, and New Zealand, managing global technology partnerships and multi-country compliance frameworks.
- Established enterprise-grade governance and quality frameworks, contributing to ISO 9001 and ISO 27001 certifications.
- Represented Procloz at global HR technology forums including SHRM and HR Tech USA, positioning its digital payroll and workforce solutions in international markets.

Executive Director – Global Business Services (India Center Head) | Cubic Corporation | Hyderabad Jul 2019 – Jan 2023

Built and led Cubic's GBS organization from inception, reporting to the CHRO and owning a USD 15M P&L supporting a 6,000+ employee enterprise across North America, Europe, and APAC.

- Established and scaled a 200+ member GBS organization, expanding beyond HR Shared Services and Global Payroll into Finance, IT Applications, Procurement, Internal Audit, and Business Analytics.
- Consolidated fragmented regional operations into a globally governed shared services model, delivering USD 3M+ in annual cost optimization within the first year through consolidation, automation, and vendor rationalization.
- Designed the enterprise GBS operating model integrating Business Partners, Centers of Excellence, and Shared Services with defined SLAs, OLAs, and governance frameworks.
- Led enterprise HR technology transformation across Workday, SAP HCM, and ADP, standardizing HR operations and strengthening data governance.
- Introduced Tableau-driven executive dashboards and analytics, improving leadership visibility, workforce insights, and data-driven decision-making.
- Stabilized complex global service transitions, improving SLA compliance, payroll accuracy, operational resilience, and risk governance.

Vice President & India Center Head (Country Head) | Safeguard Global | Gurgaon

Sep 2011 – Jun 2019

Established and scaled Safeguard Global's India GCC from inception into the company's largest global delivery and shared services center, with full P&L ownership and statutory accountability.

- Scaled the India GCC from a single employee to 750+ professionals, building a multi-functional shared services organization spanning Global Payroll, HR Operations, HR Technology, IT, Finance, and Procurement for 100+ multinational clients.

- Expanded the center's mandate beyond APAC to support roughly two-thirds of EMEA and one-fifth of Americas operations through a scalable 20x5 operating model, improving delivery efficiency without proportional cost increases.
- Built a high-performing global payroll platform managing 600+ payrolls monthly and delivering 720,000+ payslips annually with strong governance and compliance.
- Established India as the company's HR Technology Centre of Excellence, partnering with UK leadership on automation and digital service delivery transformation.
- Accelerated automation through early adoption of RPA, workflow platforms, and service management, including ARTHUR, CHRIS, and a global Zendesk capability supporting 6,000+ daily interactions.
- Led large-scale workforce transitions and client migrations with zero service disruption; served as Authorized Signatory and senior statutory representative for India.

EARLIER CAREER (2001 – 2011)

- **IMI CCI | Manager – Shared Services Delivery Centre, Bengaluru | 2009 – 2011:** Established the global Shared Services Centre for a USD 1.5B multinational manufacturer, consolidating fragmented payroll providers into a centralized model across 25+ countries within nine months. Implemented governance, SLAs, KPIs, and Oracle HCM-aligned processes, delivering ~USD 1.5M annual savings and expanding services into HR, finance, and procurement.
- **ANZ Banking Group | Global Payroll Manager (Senior Manager), Bengaluru | 2008 – 2009:** Led a 110-member team delivering PeopleSoft payroll for 30,000+ employees with AUD 3M+ P&L exposure in a highly regulated global banking environment, improving process governance, accuracy, and compliance.
- **Accenture | Assistant Manager – Payroll & Benefits Operations | 2006 – 2008:** Led a 110+ member HR, payroll, and benefits operations team managing ~USD 36M financial exposure, driving process standardization, Six Sigma-led improvements, and SLA performance in a global delivery environment.
- **Hewitt Associates (Aon) | Business Analyst – MPHRO Transitions | 2003 – 2006:** Led large-scale U.S. HR and payroll process transitions to India, building the transition team and establishing governance, SOPs, risk controls, and migration frameworks that enabled seamless offshore delivery with zero service disruption.
- **Pizza Hut (Yum! Brands) | Assistant Restaurant Manager | 2001 – 2003:** Managed high-volume restaurant operations with outlet-level P&L ownership and a 35-member team, building early people-leadership and operational fundamentals.

TECHNOLOGY & PLATFORMS

HCM & Payroll Platforms: Workday · Oracle HCM · SAP HCM · Success Factor · PeopleSoft · ADP

Service Delivery: Neocase · Zendesk · ServiceNow · Freshservice · Salesforce

Automation: RPA & Workflow Automation · Agentic AI HR Assistants (Aberto) · On demand Interview Platform (IIPRO)

Analytics & Products Built: Tableau · PowerBI · COSTEN (T&E) · i-Check (Payroll Validation) · EVYA (Onboarding)

EDUCATION

Executive Education in Artificial Intelligence & Business Transformation (Pursuing, 2026) | Saïd Business School, University of Oxford, UK

PGDBA – Human Resources (2004) | Institute of Management Technology (IMT), Ghaziabad

B.Com – Finance & Accounting (2002) | University of Delhi

Diploma in Hotel Management & Catering Technology (2001) | Institute of Hotel Management (IHM), Gwalior

CERTIFICATIONS

Project Management Professional (PMP) • Six Sigma Master Black Belt • Agile / Scrum Master (Accredited) • Digital Transformation & CI Practitioner