

CHETAN SHARMA

Global Payroll Implementation Manager

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EXECUTIVE SUMMARY

Global Payroll Implementation Manager with 13+ years of expertise orchestrating complex multi-country payroll transitions across APAC and EMEA regions. Proven track record of delivering 99.8% payroll accuracy while reducing cutover cycles by 25%. Pioneer in enterprise automation, leveraging Google Apps Script and AI to eliminate manual reconciliation and drive measurable operational impact. Advanced 5 times in 4 years (2020-2024) with consistent excellence in payroll compliance, team leadership, and process optimization. Delivers on-time, under-budget implementations with zero-error accuracy while empowering teams through intelligent automation.

PROFESSIONAL EXPERIENCE

Global Payroll Implementation Manager

Deel (formerly Safeguard Pay) | October 2018 – Present (6+ Years)

- Led multi-country payroll transitions across 5+ jurisdictions (Hong Kong, Singapore, Indonesia, UAE) while maintaining 99.8% accuracy and reducing cutover cycle by 25%
- Orchestrated end-to-end payroll processing for APAC and EMEA regions; spearheaded strategic vendor selection and contract negotiation
- Coordinated international payroll vendor transitions; ensured 100% statutory compliance
- Country Expertise: Hong Kong (MPF/IR56B) | Singapore (CPF/SDL) | UAE (Gratuity) | Indonesia (BPJS)
- Acted as key client point of contact; managed weekly communications; driving 95%+ satisfaction
- Reconciled parallel + live payroll runs; identified & resolved 100+ critical data gaps
- Delivered comprehensive training on payroll platforms & global compliance practices (50+ users)
- Ensured SOC 1 audit compliance; responded to 100% of auditor queries within SLA
- Maintained RCA tracker; recorded payroll errors; implemented corrective/preventive plans (35% defect reduction)
- Managed & mentored 8+ Implementation Consultants; 3 promoted within 18 months
- Built enterprise automation dashboards eliminating 15+ manual hours/week using AI-powered solutions
- Led "Project Unity" migration initiative for 2,000+ employees across 18+ countries with zero payroll disruption
- Configured end-to-end payroll modules in HRM systems including employee master data, salary structures, tax calculations, and statutory deductions
- Set up complete payroll processing workflows from scratch: time attendance integration, leave management linkage, bonus computations, and final settlement calculations
- Designed & implemented custom payroll formulas for earnings, deductions, reimbursements, and compliance-specific components across multiple countries
- Built comprehensive payroll reporting architecture including payslip generation, tax reports, provident fund statements, and management dashboards
- Established seamless integrations between payroll modules and GL/finance systems, banking platforms, and government portals for automated filings

Benefits Administrator

Xerex Business Services | May 2014 – January 2017 (3 Years)

- Performed complex benefit processes and calculations on legacy systems with 99%+ accuracy
- Prepared eligibility files for vendor submission maintaining zero compliance violations
- Administered COBRA and QMCSO compliance for 500+ employees across terminated and retired employee categories
- Managed health and welfare benefit categories including DBP, HIPAA, LOA, enrollment, and Medicare eligibility
- Processed data for 500+ employees with zero compliance violations

HR & Benefits Coordinator

AON Hewitt, Gurgaon | April 2011 – May 2014 (3 Years)

- Maintained Vantive HR Portal for 15+ enterprise clients managing 500K+ employee records

- Loaded, added, updated, and removed employee coverage data with precision and accuracy
- Coordinated with onshore teams via real-time updates ensuring data consistency across systems
- Created processing guides tailored to individual client requirements
- Mentored new hires in HR and benefits processing procedures
- Recognized with Gold Award for Client Value and Benefits Champ Award for excellence in benefits administration

FEATURED PROJECTS & INNOVATIONS

ICP Service Comparison Dashboard (v3.0)

Enterprise dashboard automating 50+ service provider comparisons using Google Apps Script with advanced analytics and compliance tracking.

- Eliminated 15+ manual hours per week of compilation work
- Reduced planning cycle by 40% (10 days to 6 days)
- Prevented 12+ service-gap errors in first year
- Delivers real-time KPIs for stakeholder reporting
- Used by 8+ team members daily

Two-Way Validation Automation

Intelligent payroll cross-check engine comparing legacy and new system data with 50+ error detection categories.

- Saved 12+ reconciliation hours per week
- Parallel runs with less than 1% variance
- Optimized 500+ VLOOKUP and INDEX-MATCH formulas

AI Integration Methodology

Non-technical approach to building enterprise automation dashboards combining domain expertise with AI code generation.

- Problem definition through AI co-design and validation framework
- Real data testing with edge case handling and continuous refinement
- Delivers 30-minute team training with intuitive user interface
- Enables enterprise solutions in weeks, not months
- Continuous improvement based on user feedback

KEY EXPERTISE & SKILLS

Payroll & Compliance: Multi-country payroll processing, Cutover planning, SOC 1 audits, Root cause analysis (RCA), Parallel runs, Data validation, UAT/SIT testing, Statutory compliance

Systems & Vendors: Deel, Vendor transitions, Contract negotiation, SLA management, Implementation consulting, Risk management

Global Compliance: Hong Kong (MPF/IR56B), Singapore (CPF/SDL), UAE (Gratuity), Indonesia (BPJS), Multi-jurisdiction laws, Tax and statutory compliance

Automation & AI: Google Apps Script, AI-assisted automation, Excel (Advanced), Slack automations, Google Sheets, monday.com, Gainsight, Workflow optimization

Leadership & Development: Team mentoring, Implementation consulting, Risk management, Cross-functional collaboration, Auditor coordination, Training and development

RECOGNITION & AWARDS

2022 – Global Annual Bolt Award: Successfully processed 122 payrolls in single year

2021 – Annual Bolt Award: Best Performance of the Year

2020 – Annual Bolt Award: Best Performance of the Year

2019 – Annual Bolt Award: Best Performance of the Year

2018 – Spotlight Award: Best Performer – Q1, Q2, Q3

2014 – Gold Award for Client Value: Exceptional client impact and satisfaction

2013 – Benefits Champ Award: Excellence in benefits administration

EDUCATION

B.Sc (Bachelor of Science) – Rajasthan University (2008–2010)