

Lokesh Sharma

Head of HR · Global HR Strategy & Operations · HR Technology & Automation

India & US based · Global workforce across 15+ countries

EXECUTIVE SUMMARY

HR executive with 15 years of experience across SaaS, BFSI, IT, and Manufacturing. Proven track record of building and scaling global HR functions from the ground up across multiple organizations and geographies. Deep expertise in HR technology architecture, AI-powered workflow automation, and data-driven people strategy. Operates at the intersection of HR and technology, designing scalable systems, automating manual processes, and enabling business velocity through structured talent operations.

Trusted strategic partner to CEOs and C-suite on organizational design, workforce planning, compliance governance, and HR digital transformation. Known for translating complex operational challenges into automated, audit-ready, and human-centered solutions.

CORE COMPETENCIES

- HR Strategy & Organizational Design
- Global HR Operations & Compliance
- HR Technology Architecture
- Talent Acquisition & Workforce Planning
- Performance Management (OKR, BSC, KPI)
- AI & Automation in HR Workflows
- Contractor & Distributed Workforce Management
- HRIS Design & Systems Integration
- HR Digital Transformation
- CXO Partnership & Executive Advisory
- Multi-country Compliance & Governance
- People Analytics & Data-Driven HR

PROFESSIONAL EXPERIENCE

Head of HR

Mar 2022 – Present

testRigor Inc. · US-based SaaS Company (California)

Led the design, build-out, and ongoing scaling of a global HR function for a fully remote, contractor-heavy SaaS organization operating across 15+ countries.

- Built the entire HR tech stack from the ground up (HRIS, payroll, ATS, background checks, e-signature, and ticketing via Deel, Workable, Checkr, Drata, DocuSign, and Jira), replacing manual processes with a single, auditable system of record.
- Scaled the workforce from 35 to 150+ across 15+ countries, running a blended model of full-time employees and international contractors.
- Automated HR operations end to end, building Slack-to-Jira request workflows and standardized onboarding and offboarding (including access provisioning and revocation) that cut response times and made every request trackable.
- Designed and ran the company's OKR framework and performance-review cycles, lifting manager participation and building accountability across teams.
- Owned US employment-compliance operations: quarterly wage reports, state unemployment-tax registrations, and HR policy standardization, partnering with legal and finance, with zero audit escalations.
- Partnered directly with the CEO and leadership on org design, headcount planning, and leadership hiring, aligned to product and revenue milestones.

Head of Human Resources

May 2021 – Jan 2022

MS Technologies

- Established the HR function from scratch for a 60-person organization: policies, hiring frameworks, onboarding workflows, performance processes, and governance infrastructure.
- Reduced early-stage attrition through structured onboarding and engagement practices tied to business KPIs.
- Managed employee relations, grievance resolution, and disciplinary processes in compliance with applicable labor laws.

Senior Manager • Performance Management Lead

Sep 2019 – Apr 2021

Axis Bank

- Led enterprise-wide performance management for 70,000+ employees across India and international units on SAP SuccessFactors, including Balanced Scorecard design for senior leadership and key business units.
- Ran performance-management workshops across the organization, training managers and driving consistent adoption of goal-setting, reviews, and calibration.
- Designed and executed Performance Improvement Plan (PIP) frameworks for underperforming segments, improving accountability and reducing non-performance risk at scale.
- Redesigned the appraisal-cycle architecture to improve adherence, transparency, and audit readiness across a complex multi-business-unit structure.

Lead • HR Business Partner

Jun 2016 – Sep 2019

Infosys Ltd.

- Strategic HR business partner to a 300+ employee delivery unit, advising senior leadership on workforce planning, talent strategy, performance management, and compensation reviews.
- Led employee-engagement initiatives and a strategic leadership-development program, strengthening engagement and building a pipeline of future leaders across the unit.
- Managed high-complexity employee relations and compliance in a highly regulated enterprise environment, with zero legal escalations.

Deputy Manager • HR

Jan 2014 – Jun 2016

Axis Bank

- Led the performance management process for the North India region, covering 12,000+ employees across multiple branches and business units.
- Managed HR operations for the region, including employee confirmations, leave management, and recruitment.
- Supported training and development initiatives across the region.
- Strategized and executed multiple employee-engagement initiatives that strengthened employee retention.

Assistant Manager • HR

Apr 2013 – Jan 2014

PREP Technologies

- Managed end-to-end HR operations, MIS, recruitment, induction, compensation and benefits, and employee engagement.
- Developed HR processes from scratch and ensured smooth business operations.

Management Trainee • HR

Apr 2012 – Apr 2013

Torrent Cables Ltd.

- Worked as an HR generalist and managed end-to-end recruitment for middle and senior-level positions.
- Managed onboarding for senior positions and implemented HR policies across the organization.
- Owned performance management for an employee strength of 500+.
- Managed a special project on KRA development and executed it successfully.

HR TECHNOLOGY STACK

Contractor & Payroll Deel, Gusto

ATS & Recruiting Workable, Greenhouse, LinkedIn Recruiter, Coderbyte

HR Operations & Ticketing Jira, Confluence

Compliance & Verification Drata, Checkr

Contract Management DocuSign

Performance & OKRs Perdoo, Mooncamp, Profit.co, Lattice, SuccessFactors

AI & Automation Claude (Anthropic), ChatGPT

Other BambooHR, Google Workspace, Slack

EDUCATION

MBA · Human Resources & Marketing

IMT Nagpur

B.Sc · Information Technology

Kuvempu University

CERTIFICATIONS & RECOGNITION

- Next Gen HR · Cornell University
- HRD Shine Award · recognized for outstanding HR leadership and operational excellence
- HRD MySquad Award · acknowledged for team-building and cross-functional impact
- Axis Blitz Champion Award · performance excellence recognition at enterprise scale