

Naveen Arora

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SUMMARY

I am a Global Business and Program Leader with over 20 years of experience in helping organizations achieve business goals by optimizing workforce management processes and enhancing employee experience through my skills in leadership, portfolio and technical program management. In the last 3 years I have achieved 30% faster client onboarding and fueled revenue growth by aligning technology with business goals for next-gen and current-gen Human Capital Management (HCM) solutions.

"I worked with Naveen multiple years at Lifion. He was responsible for the Hyderabad PMO org. in addition to application reliability. Naveen was instrumental in growing the HYD PMO team to meet Lifion's growth in addition to building out the application reliability function to support our growing number of clients." ~ Robert Tucker, Chief of Program Management Office (PMO) at Automatic Data Processing.

SKILLS

- **Program Leadership:** Expertise in agile methodologies and ceremonies, program increment planning, roadmap development. Tools and Technology: Jira, Miro, Confluence, Tableau, Splunk etc.
- **Financial and Risk Management:** Expertise in budgeting, cost control, risk mitigation planning.

EXPERIENCE

AUTOMATIC DATA PROCESSING (ADP), INDIA

HYDERABAD, INDIA

Director – Global Business and Program Leader, Global Product and Tech.

Sep 2021 to Date

- Leading the Program Management Office (PMO) for 600+ product developers in National Accounts India, integrating 30+ fleets and 100+ outcome-driven teams across HCM products. Driving global delivery for 1,100+ professionals with a focus on feature rollouts, adoption, and client success.
- Directing a \$6M+ HCM Time portfolio (Next Gen & Current Gen) with 100+ product developers, collaborating with marketing, sales, and cross-functional teams to deliver new features, enhance usability, and drive client success—while maintaining budget variance under 5%.
- Pioneered a 20% increase in referenceable clients by streamlining feature delivery and bug resolution, reducing implementation time by 30%, and boosting Net Promoter Score (NPS).
- Accelerated client onboarding by over 20% through strategic roadmap alignment, faster feature delivery, and seamless development–implementation coordination for technical reviews.
- Boosted quality and productivity by 20% through automation, health dashboards and KPI monitoring and the integration of Artificial Intelligence (AI) and Machine Learning (ML) solutions in to the product.
- Elevated team productivity by 10% through leadership-driven learning and talent acquisition initiatives

AUTOMATIC DATA PROCESSING (ADP), INDIA

HYDERABAD, INDIA

Senior Manager – Tech. Program Management, Global Product and Tech.

Nov 2018 to Aug 2021

- Architected Hyderabad's Program Management Office (PMO) and drove revenue growth by scaling to 20+ agile teams, resulting in a 300% team growth and contributing to a global team of over 600.

- Supervised the application reliability function, reducing client incidents and defects by over 20% through escape analysis, daily health checks, and production monitoring.

AUTOMATIC DATA PROCESSING (ADP), INDIA

HYDERABAD, INDIA

Senior Manager, Global Business Solutions

Dec 2016 to Oct 2018

- Spearheaded 5 strategic initiatives, achieving \$1.25M in cost savings across global locations, and driving innovation and business growth through collaborative leadership.

AUTOMATIC DATA PROCESSING (ADP), INC.

ROSELAND, NEW JERSEY, USA

Solutions Manager, Global Business Solutions

Oct 2014 to Nov 2016

- Accomplished \$1M in cost savings and expanded offshore capabilities by solutioning 15+ end-to-end global transformation projects, leveraging onsite/offsite expertise in India, Philippines and Romania.
- Resolved \$2.2M in reconciliation discrepancies, enhancing fiscal transparency and financial reporting accuracy by developing advanced financial trackers.

AUTOMATIC DATA PROCESSING (ADP), INDIA

HYDERABAD, INDIA

Manager, Implementation, National Accounts

Apr 2011 to Sep 2014

- Spearheaded 4 high-performing teams of 65 members, improving client experience and net promoter score by 20% through a 30% reduction in implementation timelines and over 95% SLA adherence.

I have worked at **AUTOMATIC DATA PROCESSING (ADP)** from **May 2008 to Mar 2011** in an operations role and at **INDIAN OIL CORP. LIMITED (IOCL)** in marketing division from **Nov 2003 to Mar 2007**.

EDUCATION

PGPM (MBA)– MARKETING & OPERATIONS

CHENNAI, INDIA

Great Lakes Institute of Management (in collaboration with IIT Chicago, USA) **Apr 2007 to Apr 2008**

B.E. – MECHANICAL (HONORS)

CHANDIGARH, INDIA

Punjab Engineering College (PEC)

Jul 1999 to Jun 2003

CERTIFICATIONS

- Product Management, Indian School of Business (ISB) Hyderabad - May, 2022
- A.I. for Senior Leaders, Indian Institute of Management (IIM) Bangalore - Feb, 2021
- PG Program in Business Analytics & BI, Great Lakes Institute of Management - Oct, 2019
- Fundamentals of Payroll Certification, American Payroll Institute - Dec, 2014
- Project Management Professional (PMP), PMI USA - Aug, 2011

ADDITIONAL INFORMATION

- Authored and launched debut book **“Transform Your Program Leadership”: Lead with Agility, Leverage Financial Acumen and Influence without Authority** in Jun 2025, offering practical insights for emerging program leaders.
- Awarded the ADP India Award for Excellence for innovative team setup and revenue growth.