

CONTACTS

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📍 North Carolina

SUMMARY

Experienced HR leader specializing in global shared services, operational transformation, and strategic HR execution with over two decades of proven success. Adept at managing large-scale HR operations and implementing innovative solutions that boost service quality, reduce case volumes, and optimize workflows. Demonstrated ability to lead diverse teams, integrate HR platforms like Workday and ServiceNow, and deliver measurable improvements in SLA compliance and employee satisfaction. Dedicated to fostering a customer-focused culture and driving continuous improvement through data-driven strategies.

INDUSTRY EXPERTISE

HR Operations Management



Project & Change Management



Operational Transformation



Strategic Planning & Execution



Stakeholder Management



Data-Driven Decision Making



Process Optimization & Automation



MARK THOMPSON

LEADERSHIP SPECIALTY: HR OPERATIONS, HR TRANSFORMATION & SHARED SERVICE DELIVERY

KEY ACHIEVEMENTS

● HR Transformation Leadership

Proven transformation success building world-class HR service delivery models across 40+ countries supporting 7,000-58,000 employees.

● Implementation Partnership/Consultation

Implemented ServiceNow AI integration for self-service and managed services, enhancing automation capabilities, AI governance, and improving employee experience through intelligent case routing and resolution. Expert in post-merger integrations, operational transformation, and deploying ServiceNow/Workday platforms to achieve measurable improvements in service quality, efficiency, and employee experience.

● Data Driven Metric Excellence

Track record includes 60% case volume reduction, 43-57% faster resolution times, 91-97% SLA compliance, and \$500K+ in cost savings through process automation and vendor optimization.

EXPERIENCE

Ralliant

Raleigh, NC

Global Director of HR Operations

03/2025 - 03/2026

- Led end-to-end transformation of Ralliant's global HR Ops function post-spin, architecting a modern, scalable, employee-focused model in 41 countries within 60 days.
- Established tiered support frameworks (Tier 0-3), standardized processes, and a disciplined operational infrastructure supporting 7,000-8,000 employees.
- Enhanced HR service performance across all key dimensions, achieving 91-95% SLA compliance processing for 36,000+ annual cases, reducing case resolution time by 17.7 hours per case, and decreasing escalation volume by 57%.
- Integrated AI workflows via ServiceNow, achieving a 60% reduction in case volume and enhancing accuracy and speed with intelligent case routing and AI-assisted resolutions.
- Standardized global HR processes by redesigning 25 workflows and authoring 445 articles in ServiceNow, improving transparency, and self-service.
- Led a high performing global HR team of 25, fostering continuous improvement and a culture of accountability, ownership, and employee-centric service achieving a 5.18/6.0 CSAT in a new organization.
- Developed COE Framework and 13-KPI dashboard, supporting data driven decisions with insights on SLA, case resolution, CSAT, and service quality.
- Led cross functional partnerships with HR Technology (HRIS), Payroll, Benefits, and HR Business Partners to redesign HR lifecycle processes.

EDUCATION

University of Richmond

Bachelor of Arts, Sports
Business Administration
Richmond, VA

SKILLS

HR Shared Services Leadership ·
ServiceNow & Workday
Implementation ·
M&A Integration & Spin-Offs ·
Operational Transformation ·
Performance Metrics & Analytics ·
Process Automation & Optimization ·
Vendor Management & Negotiations ·
Change Management ·
Global Team Leadership ·
Customer Service Training ·
Career Coaching ·
Data Transaction Support ·
Agentic AI

CERTIFICATIONS

Agile Scrum Master

Simplilearn

Diversity, Equity, and Inclusion in the Workplace

USF Corporate Training

Zendesk Customer Service Professional Certificate

Zendesk

Lean Six Sigma Yellow Belt (ICYB)

Cisco

DUKE CAIO Program - Pending

Duke University - Fuqua School of
Business

SHRM SCP - Pending

SHRM

EXPERIENCE

Panasonic North America

Newark, NJ

HR Executive Director

11/2022 - 05/2024

- Led Payroll and HR Operational Services teams supporting 25,000 employees across 9 business entities, managing 60,000 transactions annually.
- Optimized HR operations by reducing case resolution times by 43% and increasing first-contact resolution rate from 65% to 93% in the first 12 months.
- Implemented a centralized HR Operations Center, consolidating 14 business unit operations, increasing efficiency and operational excellence.
- Achieved 97% Workday payroll accuracy and 100% on-time payments for two consecutive fiscal years across 14 entities.
- Drove digital transformation by automating and streamlining 67 HR processes, enhancing operational efficiency.
- Developed an HR Operations Scorecard with 15 key metrics to measure and exceed targets in performance, productivity, and cost-effectiveness.
- Partnered with HR business units to ensure compliance and drive strategic business outcomes.

Cisco

Morrisville, NC

Regional HR Shared Services Manager

07/2019 - 11/2022

- Led virtual HR team across North America and LATAM, providing support to 50,000 employees and leaders.
- Managed outsourcing vendors delivering key HR services, achieving an average NPS of 70.
- Improved customer experience by reducing processing times by 50% and decreasing data gaps by 25%.
- Built intake website with API integrations to streamline service delivery.
- Led HR team in goal setting, performance management, and development.
- Drove attrition improvement from 80% to 15% during the pandemic.
- Focused on continuous improvement and customer experience through process redesign.

INTERESTS

- **AI Career Coaching**
- **Leadership Development**
- **CAIO Program**
- **Career & Life Coaching**
- **Agentic AI**
- **Heir's Men Support Ministry**
- **AI Architect**
- **AI Governance**