

Isleworth, London, TW7 6QS 

+447587 964911 

keithbpritchard@gmail.com 

www.linkedin/in/keithpritchard 

Keith Pritchard

Profile

Chief People Officer with 20+ years leading people functions inside complex, global organisations — and a track record of expanding that remit into enterprise strategy, executive leadership and AI-enabled transformation.

I've built and scaled people functions through hypergrowth, M&A and digital change, then been trusted to take that further: advising CEOs and Boards on commercial strategy, running Chief of Staff mandates, and directing transformation programmes — always with people and culture as the lever for business outcomes.

Trusted advisor to CEOs, Boards and Executive Committees across EMEA, USA and Asia. Equally fluent in HR transformation, organisational design, M&A integration and AI-enabled workforce strategy, with the commercial range, and Chief of Staff and Corporate Strategy experience operating beyond the traditional CPO brief when the business needs it.

Leadership Snapshot

- Budget ownership: managed functional people budgets of \$2M–\$8M across CPO and Global Head of People Experience roles (Kantar: \$2M; Cyient: \$3M–\$8M).
- Scale: directed strategic growth priorities valued at \$400M+ and delivered a 12% EBITDA uplift through enterprise transformation.
- Organisations: global businesses of 15,000+ employees across 24 countries.
- Team leadership: scaled functions from 220 to 1,800+ people; led teams across HR, Strategy and Chief of Staff mandates.
- Stakeholder exposure: direct advisor to CEO, Executive Vice Chairman, Board and Remuneration Committee through IPO and enterprise transformation.

Key Achievements

- Scaled a digital business unit from 220 to 1,800 people underpinning a \$100M revenue scale-up at Cyient.
- Partnered with the CTO to build a new CTO organisation from the ground up at Cyient — designing the org structure, GTM strategy and hiring plans, targeting a \$100M revenue business underpinned by an AI-led GTM strategy.
- Delivered \$1M+ in savings through a global HR technology and agentic AI transformation spanning 15,000+ employees.
- Led due diligence and integration for 15+ M&A transactions across banking, technology and life-sciences, including the HR workstream for a 750-employee IPO with sub-10% attrition through lockup.

Professional Experience

JUNE 2025 – MAY 2026

Cyient | Global Head of People Experience – London, UK

Leading the transformation of Cyient's global People Experience strategy through a period of significant organisational, cultural and technology change, reporting to the CPO and partnering with executive stakeholders across a 15,000+ employee global business.

- Redesigned the global HR operating model alongside the incoming CPO — restructuring 7 functions into a new model of business partnering, talent supply, operational execution and performance, and standardising People Operations and Global Helpdesk across 24 countries — cutting average turnaround time from 3 days to 1 day.
- Directed cross-functional AI transformation across HR, IT and Finance — deploying 30+ AI agents that consolidated 300+ manual processes into fewer than 50, cutting HR query volume 70% (10k→3k/quarter) in 3 months and materially reducing shared services demand.

- Lifted new joiner retention 60% and new hire engagement from 52% to 97% across India, Europe and North America by redesigning onboarding, engagement, recognition and alumni journeys.

FEBRUARY 2023 – JUNE 2025

Cyient | Chief of Staff to Executive Vice Chairman & Managing Director – Hyderabad, India

Relocated to India as strategic advisor and execution partner to the Executive Vice Chairman & Managing Director during a period of enterprise transformation and accelerated growth.

- Partnered with the CTO to build a new CTO organisation from the ground up — org structure, GTM strategy, location set-up, performance measures and hiring plans — targeting a \$100M revenue business underpinned by an AI-led GTM strategy.
- Led the HR workstream for IPO across a 750-employee business, restructuring equity plans, cap table and compensation frameworks for 10 senior leaders to meet public-company governance and disclosure requirements, and delivered a post-IPO retention strategy that kept critical talent attrition below 10% through lockup.
- Championed AI adoption across HR, finance and operations — automating routine processes, cutting manual effort by ~30%, and accelerating executive decision-making by 40% through AI-powered dashboards.

SEPTEMBER 2021 – JANUARY 2023

Cyient | Head of Corporate Strategy & Intelligence – London, UK

Led enterprise strategy execution and transformation initiatives supporting Cyient's global growth agenda across multiple business units.

- Directed execution and governance of strategic growth priorities valued at \$400M+, partnering with executive leadership on digital transformation and large deal enablement.
- Delivered a 12% EBITDA uplift through enterprise transformation, process optimisation and digitalisation initiatives.
- Expanded into three new regions, contributing approximately \$50M in new revenue growth.

FEBRUARY 2016 – SEPTEMBER 2021

Cyient | Associate Vice President – People, High-Growth Business Units, Employee Experience, People Technology and DE&I – London, UK

Global leader for People Experience, HR Technology and Inclusion, partnering with the CEO, Executive Team and CHRO to align people, culture and capability with enterprise strategy through various people leadership roles.

- Partnered with executive leadership to scale six high-growth business units from ~\$10M to \$100M revenue in two years, supporting rapid workforce expansion globally
- Enabled workforce growth from 2,800 to 5,100 employees through redesign of HR partnering, talent acquisition and workforce planning models.
- Scaled Cyient's Digital business from 220 to 1,800 technical experts across multiple countries within 18 months.
- Led transformation of the HR operating model: global HR operations, people analytics capability, digital learning transformation and enhanced HR technology infrastructure.
- Led global Workday transformation and relaunch across 15,000+ employees, delivering improved workforce insight, automation and operational efficiencies alongside cost savings exceeding \$1M.
- Led employee engagement and listening strategy through the pandemic, delivering Cyient's highest recorded global engagement score at 86%.
- Designed and delivered global people experience roadmap anchored in employee journeys and "moments that matter", improving engagement, retention and productivity at scale.
- Led enterprise DE&I initiatives strengthening inclusive hiring, leadership engagement and representation — increasing women globally from 18% to 32% (2019–2021), contributing to Cyient being highly commended at the European Diversity Awards.

NOVEMBER 2015 – FEBRUARY 2016

BluSky HR Consulting | HR Consultant to PE backed companies – London, UK

Advised PE-backed portfolio company leadership on talent, performance and organisational scaling.

- Designed and implemented bespoke talent, recruitment and performance frameworks for PE-backed start-up Datix (now RL-Datix), enabling the CEO and leadership team to execute their growth strategy.
- Acted as trusted advisor to the portfolio company CEO and leadership team, driving organisational and leadership performance through coaching, process optimisation and capability development.

- Delivered executive one-to-one coaching to founders and senior leaders, strengthening decision-making and leadership impact.

JANUARY 2014 – NOVEMBER 2015

Kantar | Chief People Officer – London, UK

Board-level HR leader partnered with the UK CEO to deliver a turnaround growth plan and rebuild the HR function from the ground up.

- Served on Kantar's Board of Directors, partnering with the UK CEO to design and execute the turnaround growth plan and build a new HR business partnering organisation.
- Reduced talent turnover from 34% to 16% within 12 months through targeted recruitment and retention strategy, while cutting indirect recruitment spend by \$1M and lifting employee satisfaction 50% year-on-year.
- Developed and executed the talent strategy for ~4,000 employees, rejuvenating employer brand and culture alongside the UK Board.

MAY 2010 – DECEMBER 2013

IQVIA | Regional HR Director – EMEA – London, UK

Reported to the Managing Director, UK & Africa, leading regional people strategy through a period of rapid international growth.

- Directed regional people strategy across 6 countries as the business scaled from 50 to 600 employees.
- Acted as EMEA M&A HR lead, running HR integration for large-scale acquisitions across the region.
- Partnered with the executive team to lead the transformation of the UK & Africa regional sales operating model.

Santander | Senior People Partner - London & Madrid | 2006 – 2010

Northern Foods plc | Regional HR Manager - Cardiff, UK | 2005 – 2006

Panasonic Computer Products Europe | Senior People Partner – Cardiff, UK | 2002 – 2005

Education

University of Gloucestershire, UK | Bachelor of Arts (BA), Human Resources Management & Business Management – 2:1 Honors (July 2002)