Prashanth Velagam  
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**Professional Summary**  
Program and Project Management Specialist with over 4 years of experience in driving enterprise transformation initiatives, program governance, and budget tracking. Demonstrated expertise in coordinating delivery and support functions across global teams while ensuring operational alignment with financial, strategic, and people objectives. Certified in Project Management and Change Management with proficiency in dashboarding, risk governance, and stakeholder engagement. Adept at Excel automation, KPI monitoring, and cross-functional coordination.

**Technical Skills**  
**Project Tools:** JIRA, Confluence, MS Project, BlueJeans, Google Suite (Docs, Sheets, Slides)  
**Data & Reporting:** Excel (Advanced Macros, Pivot Tables), Power BI, Tableau, SQL, PowerPoint, Python (Pandas, NumPy), ETL, Data Warehousing  
**Certifications:** PMP (In Progress), Project Management, Change Management, Power BI for Business Analytics, SQL for Data Science, Python for Data Analysis

**Professional Experience**

**Ultramar, Newfoundland and Labrador (Remote)**  
*Associate Project Manager | May 2024 – Present*

* Managed program governance dashboards and led operational reporting aligned with FP&A and Delivery teams.
* Facilitated labor and non-labor headcount planning, open position variance tracking, and sourcing coordination.
* Spearheaded transformation projects including system upgrades and retail expansions, ensuring financial tracking and milestone adherence.
* Operationalized periodic reporting on variance analysis, budget change control, and expense reduction across business units.
* Collaborated with cross-functional teams to support annual budget submission and contract execution.

**ADP India Pvt Ltd, Hyderabad**  
*Senior Process Associate – Benefits Operations | Oct 2022 – Aug 2023*

* Led data-driven audits and accuracy tracking across healthcare benefits for 50+ enterprise clients.
* Partnered with internal QA and delivery teams to resolve onboarding discrepancies and system configuration mismatches.
* Created structured compliance dashboards and process documentation for labor tracking and resource management.
* Supported change control and enrollment process improvement initiatives by liaising with multiple departments.

**Amazon Development Center, Hyderabad**  
*SDS Associate – Concession Abuse Prevention | Jan 2018 – Aug 2022*

* Investigated high-value customer claims involving return and refund abuse; documented escalations for legal resolution.
* Produced risk summaries and compliance insights shared across internal security and support teams.
* Maintained audit trails, case histories, and reporting logs to align with fraud governance protocols.

**HSBC Technology and Services, Hyderabad**  
*Customer Service Executive – Mortgages | Jan 2015 – July 2017*

* Processed mortgage applications and monitored customer documentation compliance with AML regulations.
* Maintained data dashboards to track fund disbursement status and internal SLA compliance.

**Education**  
**Master’s in IT Project Management**  
Canadore College, Toronto, ON — Sept 2023 – April 2024

**Key Projects**

* **Centralized Budget Governance – Ultramar:** Developed Excel-based templates to track expense and headcount variance, enabling transparency in monthly reporting.
* **Transformation Reporting Dashboard – Ultramar:** Built and maintained program dashboards used in leadership meetings to assess milestone progress and budget health.
* **Retail Expansion Program – Ultramar:** Delivered two new store launches from initiation to go-live, ensuring vendor coordination, inventory readiness, and budget alignment.
* **Inventory System Upgrade – Ultramar:** Led rollout of system enhancements, managed data migration and end-user adoption across retail units.