**Prashanth Velagam**

+1 705-978-4983 | velagamprashanth@gmail.com | Toronto, ON | [LinkedIn](https://www.linkedin.com/in/prashanthvelagam21/) | [GitHub](https://github.com/Velagamprashanth)**Professional Summary**

Detail-oriented **Associate Project Manager** and aspiring Project Manager with 3+ years of experience across project coordination, data operations, and system implementation. Certified in **Project Management** and **Change Management**, with a proven track record in **payroll processing**, **benefits data integrity**, and **risk prevention**. Adept at bridging business needs with technical execution using **SQL, Excel Power Query, Python, and BI tools**.

**Holds a Master’s in IT Project Management and currently supporting retail and tech transformation projects across global teams.Technical Skills**

* **Tools:** SQL, Python (Pandas, NumPy), Tableau, Power BI, Excel (Advanced), Alteryx (Basic), ETL, Data Warehousing, JIRA, Confluence
* **Domains:** Project Coordination, Benefits Administration, Payroll Processing, Data Governance, Risk Analysis, Compliance, Agile
* **Certifications:** Project Management, Change Management, SQL for Data Science, Power BI for Business Analytics, Python for Data Analysis

**Professional Experience**

**Brophy’s**, Newfoundland and Labrador

**Associate Project Manager** | *Sep 2023 – Present*

* Spearheaded the launch of 2 new retail locations, overseeing project scope, vendor coordination, and execution within strict timelines and budgets.
* Led Agile ceremonies (daily stand-ups, sprint planning, retrospectives) to drive delivery efficiency and improve team collaboration across operations and IT.
* Optimized promotional campaign rollouts by introducing standardized workflow templates, reducing time-to-launch by 40%.
* Collaborated with supply chain and merchandising teams to ensure timely inventory allocation and store readiness pre-launch.
* Built and maintained dynamic project trackers in Excel and Power BI to monitor milestones, flag risks, and provide actionable insights to senior management.
* Coordinated system upgrade projects, including POS enhancements, by managing cross-departmental requirements and minimizing business disruption.

**ADP India Pvt Ltd**, Hyderabad

**Senior Process Associate – Benefits Operations (Diag2 Team)** | *Oct 2022 – Aug 2023*

* Managed healthcare benefits data for over 50 enterprise clients, including Airbus and Capgemini, ensuring accurate processing and compliance across platforms.
* Used Vantage and HWSE systems to extract large-scale employee data sets; cleaned and pre-processed files using **Excel Power Query** and advanced formulas (VLOOKUPs, IFs, pivot tables).
* Conducted in-depth audits to identify discrepancies and corrected benefit information directly in the system prior to enrollment processing.
* Handled high-volume data during annual enrollment periods, ensuring accurate alignment between client-submitted files and system configuration.
* Improved data accuracy by standardizing file structures and implementing custom logic checks, reducing rework and downstream issues.
* Collaborated cross-functionally with client managers and internal QA teams to streamline onboarding and bulk data uploads.

**Amazon Development Center**, Hyderabad

**SDS Associate (M) – Concession Abuse Prevention (CAP)** | *Jan 2018 – Aug 2022*

* Investigated customer claims related to undelivered items, return fraud, and missing products across North America, ensuring resolution in alignment with Amazon’s policies.
* Analyzed customer behavior patterns to detect potential abuse; escalated high-risk cases for legal review and required submission of police reports for claim validation.
* Coordinated directly with law enforcement agencies to verify filed reports before processing high-value concessions (refunds/replacements).
* Provided multi-channel support via chat, email, and phone, ensuring high-quality service while maintaining fraud prevention standards.
* Contributed to reducing financial loss from fraudulent activities by enforcing strict return and refund validation protocols.
* Documented investigative findings in case management systems, ensuring transparency, audit readiness, and cross-team knowledge sharing.

**HSBC Technology and Services**, Hyderabad

**Customer Service Executive – Mortgages (First Direct Process)** | *Jan 2015 – July 2017*

* Handled end-to-end processing of mortgage applications for U.K.-based customers under the First Direct division, ensuring timely disbursal of funds and complete documentation.
* Cleaned and validated customer mortgage data using **Excel Power Query**, maintaining accuracy across large data volumes and reducing manual errors.
* Ensured strict adherence to **AML (Anti-Money Laundering)** guidelines and financial compliance standards throughout the loan lifecycle.
* Coordinated with internal departments to track application progress, flag inconsistencies, and ensure smooth fund releases.
* Maintained detailed audit trails and contributed to reducing processing time by optimizing Excel-based workflows.
* Provided support during peak loan season, handling sensitive customer financial data with integrity and speed.

**Education & Certifications**

* **Masters in IT Project Management**, Canadore College, Canada — *Sept 2023 – April 2024*
* **Certifications:**
  + Project Management
  + Change Management
  + SQL for Data Science (LinkedIn Learning)
  + Tableau for Data Analytics (LinkedIn Learning)
  + Power BI for Business Analytics (LinkedIn Learning)
  + Python for Data Analysis (LinkedIn Learning)

**Key Projects**

* **Retail Store Expansion Project – Brophy’s**

Coordinated project plans and vendor communication for two new store launches. Delivered both projects on time with full merchandising readiness and compliance.

* **Inventory Management System Upgrade – Brophy’s**

Led the implementation of a new inventory system across store locations. Ensured smooth data migration and trained end-users, reducing stock discrepancies by 20%.

* **Staff Scheduling Optimization – Brophy’s**

Used workforce analytics and Excel to redesign shift scheduling, improving customer service coverage and cutting excess labor costs by 15%.

* **Retail Promotions Workflow Automation – Brophy’s**

Standardized the setup of promotional campaigns using templates and automated rollout processes, reducing campaign launch times by 40%.