

SUMMARY

- Experienced Program Manager with 6+ years, specializing in strategic planning, cross-coordination and stakeholder alignment.
- Expert in Program Execution, ROB, KPI development with proficiency in AWS cloud, SQL, reporting automation and AI adoption.
- Delivered \$3.5M+ savings and 135% productivity gains through process optimization and operational excellence.

EXPERIENCE

Business Analyst, **Amazon** – Transformed global eCommerce and Supply Chain at Top 10 Forbes G2000

Jun 2024 – Present

- Bootstrapped **end-to-end program** development for enterprise planning glidepath and KPI tracking system through requirements gathering, and **vision alignment** with Program Managers, and designing scalable solution across 43 strategic KPIs and 33 OKRs.
- Led technical program execution for KPI-driven dashboard process by building SQL queries, automated ETL pipelines, and scheduled reporting infrastructure. Secured **executive sponsorship** through ROI analysis, rolled out dashboard for MBRs, delivering \$3.5M.
- Drove program **adoption** & program **enablement** through stakeholder engagement, establishing office hours and intake workflow that fielded 45+ data requests. Created collateral (user guides, wikis, demos) sustaining organizational ROB.
- Established **cohort-based** performance framework across NA region that improved compliance from 85% to 95%, enabling scalable, automated, real-time reporting and laying groundwork for agentic AI integration
- Identified **program bottlenecks** through cycle-time **funnel analysis** and led **change management** on corrective strategies. Authored executive whitepaper that drove organizational alignment, increasing UPH productivity from 3.6 to 7.4.

Cloud Analytics Engineer, Support, **Amazon Web Services** – Leading Global Cloud & Customer Service

Aug 2022 – May 2024

- Delivered **Technical Program Management** for 100+ Enterprise stakeholders, resolving 40+ critical analytics issues monthly through root-cause analysis and implementing scalable solutions via Risk Registers, wikis, and SOPs.
- Championed **cross-functional coordination** with escalation engineers and service teams to prioritize and troubleshoot issues, strengthen SLA, and raising CSAT scores from 4.0 to 4.9 across 500+ resolved cases.
- Partnered with enterprise clients on **go-live execution** and **risk mitigation controls**, validating schemas, pipelines, and serverless services through replica environments, staging architectures, and CloudWatch alarms to safeguard 99.9% uptime SLA.
- Empowered enterprise decision-making by driving **operational excellence** through Redshift SQL workflow **optimization**, reducing repeat incidents to 10 out of 50+ live cases, and addressing VPC, IAM, and S3 misconfigurations to ensure reliable reporting dashboards.
- Coordinated with engineering teams during high-priority incidents, raised 10+ feature requests to shape AWS product improvements, and built incident-response playbooks that reduced recovery time and standardized global support practices.

Consultant, **Datacurate Technologies** – Partnered with Sri Lanka's leading Digital Enterprise

Feb 2020 – Jul 2021

- Engineered comprehensive **data validation framework** across 100M+ records, developing 20+ KPI metrics and automating reporting workflows via python and R that reduced data discrepancies from 90K to 63K records.
- Translated analytical insights into targeted marketing campaigns that acquired 30K loyal customers data within next quarter.

Associate, **Accenture** – Reimagined analytics and digital transformation to Fortune 500 clients

Jun 2018 – Jun 2019

- Partnered with enterprise clients to deliver 5+ performance dashboards integrating 10+ multi-source SQL databases, enabling leadership to analyze cost structures and revenue streams for data-driven decision-making.

PROJECTS

Sephora Case Study | Market Research | Consumer Insights & Product Strategy | R (tidyverse, ggplot2) | [GitHub](#)

Oct 2025

- Evaluated 10K+ Sephora products to analyze pricing, brand performance, and consumer trends across key categories.
- Translated insights into product mix and brand positioning strategies, improving limited-edition engagement potential by 12%.

Glidepath Simulation Tool, **Amazon** | KPI Modeling & Forecasting Excel VBA model | [GitHub](#)

Jun 2024 – Present

- Built a quantitative Excel model to auto-calculate targets for a 12-month tracker with embedded formulas and interactive dashboards.
- Engineered scenario-planning simulations enabling leadership to anticipate risks and drive timely course corrections.

SKILLS

Program Management: ROB, Collateral, Business Case, Executive Alignment, Planning, WBR/QBR, Project Lifecycle, Communication, ERP
Technical: Redshift, SQL, Tableau, Dashboard, Power BI, SAS, ETL, Python, R, Excel, AWS, Analytics, Reporting Automation, AI, DevOps tool

AWARDS | CERTIFICATIONS

Amazon Top Performer Galaxy Award (3x Monthly) | Datacurate **\$500K** contract Renewal

CSM Certified Scrum Master | **Tableau** Desktop Specialist | **Microsoft** Azure Fundamentals | **AWS** Certified Cloud Practitioner

EDUCATION

Arizona State University, MS in Business Analytics, 2022 | **NMIMS**, BTech in Electronics and Telecommunications, 2018