BALAJI GOPINATH, PMP®,CSM®

⚲ Chennai, India ✉ balajigopinath@outlook.com ▢ +919840173563 🅸🅽 in/balajigopinath-PMP

SUMMARY

Certified Project Management Professional (PMP®) and Certified ScrumMaster® (CSM) with 7+ years of experience leading cross-functional programs across telecom and e-commerce sectors. Demonstrated success in driving strategic initiatives, automating complex workflows, and enhancing operational efficiency within Financial Planning and enterprise deal assurance functions.

Proficient in Agile, Lean Six Sigma, and data-driven decision-making, with hands-on expertise in BI tools like Power BI for real-time reporting and executive visibility. Adept at stakeholder alignment, risk mitigation, and implementing governance frameworks to support scalable, high-impact program delivery. Proven ability to lead initiatives that enable GTM success, foster process excellence, and drive business outcomes in dynamic, fast-paced environments.

EXPERIENCE

Program & Project Analyst

2022 - Present

Verizon | Chennai

- Program Automation & Reporting: Automated operational reports and RFP workflows, reducing turnaround times by 30% and improving leadership decision-making with real-time reporting.
- Governance Implementation: Implemented QA governance frameworks for pricing and approvals, reducing rework and audit exceptions across the RFP lifecycle.
- Business Intelligence: Built interactive Power BI dashboards to track revenue trends, product performance, and risk metrics—enhancing executive visibility and proactive issue detection.
- Root Cause Analysis: Conducted RCA for deal delays; embedded insights into workflow redesign and sprint plans to eliminate root inefficiencies.
- Process Methodology: Applied Lean Six Sigma and Agile methodologies to increase program delivery speed, operational maturity, and stakeholder alignment.
- Training & Enablement: Trained cross-functional teams on BI tools, process documentation, and self-service reporting, improving adoption and consistency.
- Stakeholder Alignment: Partnered with GTM stakeholders (Sales Ops, Finance, Compliance) to align project goals and improve operational rhythm.

PMO - Quality Specialist

2019 - 2022

Amazon | Chennai

- Continuous Improvement: Deployed DMAIC and PDCA frameworks, improving team productivity by 18% and project efficiency by 25%.
- Performance Reporting: Developed KPI frameworks and integrated metrics into BI dashboards for weekly/monthly leadership reviews (WBR/MBR).
- Training & Change Management: Conducted training on blueprinting, business continuity planning (BCP), FMEA, and change management tools.
- Governance & Compliance: Standardized documentation and risk protocols, reinforcing governance practices and improving safety compliance by 15%.

Retail Operations - Associate

2018 - 2019

Amazon

- Pricing & Compliance: Conducted competitive pricing analysis and automated audit workflows, increasing compliance by 18%.
- Process Standardization: Collaborated with global teams to refine processes and ensure SOP standardization across product lines.

PROJECTS

Real-Time BI & Visualization Framework

- **Verizon**
  - Designed Power BI dashboards to reduce reporting errors by 30% and increase leadership visibility.
  - Led end-to-end project execution, including stakeholder alignment, risk assessment, and process automation.
  - Trained 4+ teams in self-service BI tools, driving cross-functional adoption.

Automated Audit & Compliance System

- **Amazon**
  - Developed AWS-based automated audit mechanisms, ensuring Six Sigma compliance (3.4 DPMO) and an 18% improvement in pricing accuracy.
  - Designed and deployed interactive performance dashboards, reducing processing time by 25%.
  - Conducted company-wide training on pricing policies and compliance tools.

EDUCATION

Masters in Business Administration

- **SRM Easwari Engineering College**

  Chennai • 2018 • 70%
  - Studied Operations & Marketing Management
  - Interned with Justdial for Market Research
  - Score: 70%.

B.Tech - ECE

- **Bharath University - B.I.S.T**

  Chennai • 2016 • 73%
  - Bachelors in Electronics and Communication Engineering
  - Score: 73%.

CERTIFICATIONS

Project Management Professional (PMP®)

2025

- **Project Management Institute**
  - Demonstrates expertise in project planning, risk management, stakeholder coordination, and process optimization, enhancing the ability to lead and execute complex projects efficiently.

Certified ScrumMaster® (CSM)

2025

- **Scrum Alliance**
  - Demonstrated expertise in Agile practices, Scrum framework, and team facilitation to drive iterative delivery, foster collaboration, and improve team productivity.

SKILLS

- Program Management: Agile (Scrum), PMP, Sprint Planning, Stakeholder Engagement, Cross-Functional Execution
- Process Improvement: Lean Six Sigma, RCA, Workflow Automation, FMEA, Operational Excellence
- Data & Reporting: Power BI, Looker Studio, KPI Dashboards, Advanced Excel, Real-Time Insights
- Communication: Executive Reporting, Change Management, Business Documentation, Global Team Alignment
- Risk & Governance: BCP, Risk Registers, Audit Compliance, Governance Frameworks, RCA