Hema Sai Gopi Chivukula

hchiv001@ucr.edu | (951)-394-5878 | Riverside, CA| LinkedIn

OBJECTIVE

Program Manager with 5+ years of experience leading cross-functional projects at Amazon and nonprofit organizations. Skilled in program delivery, risk management, stakeholder communication, and analytics. Adept at aligning business goals with execution strategies and passionate about creating scalable impact through operational excellence.

CORE COMPETENCIES

- **Program Management (5+ yrs):** Led large-scale operations across 20+ global sites, achieving SLA and quality metrics.
- **Stakeholder Engagement (5+ yrs):** Delivered weekly status reports and strategic updates to senior leadership and cross-functional teams.
- **Risk & Compliance (4+ yrs):** Mitigated delivery risks through escalation protocols and dashboards, improving compliance and response time.
- **Tools & Workflow Automation (5+ yrs):** Created reporting systems using JIRA, Nexus, Tableau, Excel VBA, and QuickSight to enhance decision-making.
- **Agile Execution & Planning (3+ yrs):** Managed sprint planning, milestone tracking, and team coordination using Agile frameworks.
- **Operational Modernization & Process Design (2+ yrs):** Led dashboard migrations and workflow redesigns that improved project visibility and reporting efficiency.

WORK EXPERIENCE

Executive Intern, **Just Us 4 Youth, Pomona, California, USA**   September 2024 – Present

- Designed real-time dashboards to meet grant compliance needs, reducing quarterly reporting prep time by 30% and improving audit performance.
- Streamlined performance tracking across 5+ active programs, increasing visibility for funders and reducing manual follow-ups by 40%.
- Trained 20+ staff on Monday.com workflows, improving on-time task completion by 25% and boosting team coordination.

Amazon Development Center, India   October 2018- July 2023

Business Analyst, Alexa Data Services

- Developed and launched Control Tower dashboard to detect delivery bottlenecks, enabling proactive SLA management and decreasing missed targets by 60%.
- Created dynamic workforce forecasting tools in Excel VBA, increasing forecast accuracy by 20% and optimizing staff planning.
- Collaborated with Finance and Ops to synchronize headcount planning with demand surges, reducing under-staffing incidents during peak cycles.

Program Manager, GO-AI Amazon Robotics

- Managed Helios operations for 4,300+ associates across 20+ sites; maintained 98% SLA.
- Built risk dashboards in Excel and JIRA to proactively flag operational issues.
- Reduced onboarding and planning time by 25% through template standardization.

Real-Time Analyst, GO-AI Amazon Robotics

- Monitored 20+ queues and supported real-time escalations, ensuring 98% SLA adherence.
- Led SEV-2 response calls and post-mortem reviews, resolving 90% of cases within targets.
- Twice awarded Best RTA for performance in SLA-critical operations.

EDUCATION & CERTIFICATIONs

MBA, Graduation Year (2025), University of California Riverside, USA

Bachelors, Graduation Year (2018), Acharya Nagarjuna University, India

Certifications: PMP (In progress) | Agile Foundations | Tableau Fundamentals

LEADERSHIP & IMPACT

- **President, The Product Club @ UCR:** Launched 10+ events, including AI Pitch Competition with 135+ attendees from 10 universities.
- **Award Recipient, Amazon:** Honored for program leadership, SLA improvement, and risk control excellence.