

BALAJI GOPINATH, PMP®, CSM®

📍 Chennai, India ✉ balajigopinath@outlook.com ☎ +919840173563 🌐 in/balajigopinath-PMP

SUMMARY

Program Management Expert with 7+ years of experience delivering cross-functional initiatives across telecom and e-commerce. Certified PMP® and CSM®, skilled at program governance, automation-driven transformation, and enterprise BI reporting. Adept at aligning diverse stakeholders (Sales Ops, Finance, Compliance, Architecture, Automation) to deliver scalable programs with measurable efficiency gains. Hands-on expertise in JIRA, Power BI, and Agile delivery frameworks, with a proven track record of enabling executive decision-making through governance, reporting, and delivery excellence.

Career Highlights :

- **AI-Driven Transformation:** Orchestrated deployment of an enterprise-scale LLM-powered contract management program at Verizon, projected to deliver 15% OPEX savings while accelerating deal assurance and governance.
- **Enterprise Automation Leader:** Directed end-to-end automation of RFP and operational workflows, achieving a 30% cycle-time reduction and enabling real-time executive visibility across global business operations.
- **Data-Driven Decision Enablement:** Designed and scaled a Power BI enterprise reporting framework, reducing reporting errors by 30% and empowering multi-level leadership with real-time program health, revenue, and risk insights.
- **Governance & Risk Leadership:** Standardized enterprise risk and compliance protocols at Amazon, reducing governance gaps by 15% and enhancing audit readiness across global PMO operations.
- **Continuous Improvement Champion:** Partnered with senior leadership to embed Lean Six Sigma practices into PMO workflows, driving 25% project efficiency gains and strengthening the organization's delivery maturity.

EXPERIENCE

Program Management Analyst

2022 - Present

- **Verizon | Chennai**
 - Championed deployment of LLM-powered contract management solutions, integrating AI-driven pipelines into deal assurance workflows.
 - Directed cross-functional programs to automate RFP and operational processes, partnering with GTM teams to align priorities and accelerate delivery.
 - Designed and deployed Power BI enterprise dashboards to track program health, revenue, and risk, strengthening leadership visibility and governance.
 - Established QA governance frameworks to reduce audit exceptions and stabilize deal assurance lifecycle outcomes.
 - Embedded root cause analysis (RCA) into Agile sprint planning, enhancing delivery consistency and efficiency.
 - Trained cross-functional teams in BI reporting tools and dashboards, improving adoption and standardizing reporting practices.
 - Coordinated with compliance and risk teams to standardize enterprise risk protocols, ensuring readiness for audits and reducing governance gaps across strategic programs.
 - Acted as a central liaison between product owners, architecture, and automation teams, ensuring alignment of business priorities with technology solutions and accelerating delivery of enterprise-wide initiatives.

Program Management Specialist

2019 - 2022

- **Amazon | Chennai**
 - Developed KPI frameworks and integrated metrics into executive dashboards for WBR/MBR leadership reviews.
 - Assisted in standardizing documentation and risk protocols, closing compliance gaps and improving governance.
 - Contributed to enterprise-wide training in blueprinting, FMEA, BCP, and change management, building organizational readiness.
 - Supported continuous improvement programs that enhanced team productivity and project efficiency.

Retail Operations - Associate

2018 - 2019

- **Amazon**
 - Conducted competitive pricing analysis and automated audit workflows, improving compliance accuracy and ensuring fair market positioning.
 - Partnered with global stakeholders to standardize operational procedures across multiple marketplaces, ensuring consistent customer experience.

PROJECTS

Enterprise BI & Visualization Program

- **Verizon**
 - Directed design and deployment of Power BI dashboards, reducing reporting errors by 30% and scaling self-service analytics.

Automated Audit & Compliance Program

- **Amazon**
 - Supported design and delivery of AWS-based audit automation, improving pricing accuracy by 18% and reducing processing time by 25%.

EDUCATION

Masters in Business Administration

- **SRM Easwari Engineering College**
Chennai • 2018
 - Studied Operations & Marketing Management
 - Interned with Justdial for Market Research

B.Tech - ECE

- **Bharath University - B.I.S.T**
Chennai • 2016
 - Bachelors in Electronics and Communication Engineering

SKILLS

- **Program Leadership:** Governance, Risk Management, Roadmap Execution, Cross-Functional Alignment
- **Agile & Delivery:** Scrum, Sprint Planning, Retrospectives, Change Management
- **Data & Reporting Tools:** Power BI, JIRA, Confluence, KPI Dashboards, Executive Reporting
- **Process & Automation:** Workflow Optimization, Lean Six Sigma, Operational Excellence, Root Cause Analysis
- **Stakeholder Engagement:** Leadership Communication, Executive Alignment, Team Enablement