

Pooja Mudhalkar

Program Manager | ISB MBA PGPpro, Finance & Marketing | INSEAD

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PROFESSIONAL SUMMARY

Program Manager with **~10 years of experience at Amazon** and pursuing Master of Business Administration (MBA) PGPpro at Indian School of Business (ISB, Hyderabad) and elected as the Alumni Engagement Coordinator under Learning and Development Council. Specialized in process road-maps, driving large-scale capacity planning, dealing with ambiguity and cost optimization in global operations. Proven track record of owning multi-million dollar OPEX, structuring complex problems, designing sustainable solutions, and leading programs with high ambiguity. Strong people and stakeholder leader, partnering closely with Analytics, Tech, Finance, Operations, Machine Learning, and Global Process Owners.

WORK EXPERIENCE

Program Manager - Workforce Strategy & Operations | Amazon | 04/2022 - Present

- Owned the end-to-end road-map of the 'Stuck tasks' initiative impacting **~135K customers & \$6M annually**. Drove financial discipline by dashboard creation, **automation**, reporting, SOPs, and RASCI matrix. Reduced ~98% of historical backlog (958K to 18.9K) within a year, improved TAT up-to 24 hrs, accountability by 50% and reduced manual efforts by 85% via collaboration with Analytics, Operations, Tech, GPOs, Tools & CS teams.
- Owned 2 large-scale resource optimization initiatives resulting in up to **40% cost reduction**, with benefits of : 1)idle time reduction from **20% to 2%**, 2)improving capacity planning by **50%**, & 3)eliminating manual dependencies with lean process improvements.
- Led end-to-end workforce planning and capacity forecasting for **9 global programs**, delivering 99% SLAs in fluctuating demands. Developed mechanisms to meet same-day delivery commitments to Amazon's customers.
- Led High Velocity Events (Prime Day, Black Friday Cyber Monday, New Year etc.) with up to **2X volume surge** and no SLA misses, via efficient forecasting & capacity planning.
- Defined business requirements for **2 programs from scratch**, involving multiple complex segments, defining SLAs, queue architecture, and Machine Learning based forecasting inputs to ensure operational efficiency.
- Designed and implemented a standardized **BCP recovery framework** ensuring continuity during natural disasters, mass system outages and large-scale operational disruptions.
- Global WFM POC for **India and Japan stores** across all programs within Payment Risk Vertical, owning SLAs and driving High Velocity Events.
- Led **weekly/monthly business reviews** with ML, Operations, Analytics, Tools & Global Process Owners.
- Partnered with Analytics & Engineering to **drive automation solutions** for alert mechanisms & **tool launches**.
- Developed standard methodologies, progression paths & tools for analyzing different parameters, heat maps of potential issues, resulting in a more effective decision-making process in terms of both speed & precision.
- Trained and mentored multiple new program managers via structured documentation and hands-on guidance, enabling them to build confidence, improve efficiency and effectively contribute to team goals.

Senior Workflow Analyst | Amazon | 04/2021 - 04/2022

- Planned and executed **cross-training for 470 HC within 5 weeks during COVID-19** driven capacity shocks, ensuring business continuity across global teams.
- Contributed to **37% of ideas** (12 ideas) on org's growth-focused innovation event. **Won 2 out of 3 awards**.
- Conducted weekly **DPMO analysis**, identifying patterns & improving processes.
- Global ambassador of Connections & Communications Engagement** team ensuring good employee experience and leading regular World-Wide meetings.
- Bridged sustainable short term, **real-time capacity plans** improving SLAs during intra day volume fluctuations.
- Collaborated with global partners, understanding business needs, to build cross-functional flexibility, identifying gaps & providing recommendations to improve operational efficiency.

- Planned scheduling, gap analysis on **Alvaria / Aspect & NICE** platforms & created dashboards with Analytics.

Real-time Workflow Analyst | Amazon | 02/2019 - 03/2021

- Performed **root cause analysis** using information from databases for performance drivers and SLA misses.
- Monitored real-time/daily/weekly WW queues performance, staffing, forecast against actuals to meet SLAs.
- **Trained & mentored new hires** by creating structured materials and sessions to enable effective ramp up.
- Designed and automated reporting covering metrics, tool outages, spikes, trends on Excel, Tableau & Quicksight.

Risk Specialist | Amazon | 05/2017 - 02/2019

- Analyzed **large-scale transactional data** using a combination of manual & automated tools to identify fraud patterns, **enabling bulk enforcements**, mitigating e-commerce risk among Sellers & Buyers at Amazon.
- Detected emerging fraud trends and evolving “**modus operandi**”, strengthening fraud prevention mechanisms.
- Consistently exceeded KPIs via ownership, accountability, delivering high quality investigations.

PROJECTS at Indian School of Business (MBA, PGPpro)

Product Lead | Smart Shopping Buddy (B2B AI Retail Product)

- Developed the **Product GTM strategy** for an AI-driven retail assistant presented at ISB ‘Aivi’ event. By conducting **Market Research and Conjoint Analysis**, I identified customer pain points to define core features and technical requirements for an ML-personalized B2B interface. Additionally, I formulated a comprehensive **monetization and scale-up plan**, simulating market entry and competitive positioning to ensure long-term viability.

EDUCATION

- Master of Business Administration (MBA), Finance & Marketing - **9.5 CGPA**
 - Indian School of Business (ISB) | Hyderabad | 07/2025 - Present
- B.Com Taxation - **9.0 GPA**
 - Kasturba Gandhi Degree College | Hyderabad | 04/2014 - 04/2017
- Board of Intermediate - **9.7 GPA**
 - Narayana Junior College | Hyderabad | 04/2012 - 04/2014
- 10th Grade - **9.7 GPA**

SKILLS

Workforce Management | Process road-maps | Cost & Resource Optimization | Capacity Planning & Scheduling | Advanced Excel | Forecasting | Process Improvement | Data Analysis | Lean Six Sigma | Alvaria/Aspect & NICE Tools | Risk Management | SQL | Stakeholder Management | Project & Program Management | Change Management | Decision making under uncertainty | Tableau | Quicksight | Grafana | Agile | Scrum | Workforce Strategy | Operations

ACHIEVEMENTS

- **ISB-INSEAD PGPpro certificate** - Global Strategy & Corporate Entrepreneurship, Singapore
- **Elected Alumni Engagement Coordinator** - MBA candidate at Indian School of Business
- **Leader of the Quarter Q1-2026** - Exceptional performance as a Program Manager
- **The Ideator Title** - Contributing maximum number of organizational growth ideas
- **The Big Idea Award** - Having my idea set for implementation among all the organizational growth ideas
- **Performer of the year 2020** - Exceptional performance as Workflow Analyst
- **Leader of the Month (x4)** - Performance under Program Management
- **Perfectionist Award** - Performance as a Workflow Analyst
- **Stalwart Award (x2)** - A peer-to-peer elected award for best team player as a Workflow Analyst
- **RTA of the month (x5)** - Performance as a Workflow Analyst
- **Sprinter Award (x2)** - Exceptional performance as a Risk specialist
- **Silver Medalist** - Chess & Carrom tournaments
- **State 5th rank holder** - Board of Intermediate

INTERESTS

Chess | Carrom | Puzzle solving | Reading | Crocheting | Sketching/Painting