

BENJAMIN JOHN VARUGHESE

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PROFESSIONAL SUMMARY

Implementation and operations professional with a computer science degree, postgraduate training in IT and Business Analysis, and additional training in agentic AI systems. Experienced in coordinating system implementations, validating data and workflows, and supporting go-live readiness. Skilled in SQL reporting and Excel VBA automation, with a focus on AI platform implementation and workflow automation.

TECHNICAL AND PROFESSIONAL SKILLS

- **Agentic AI Coursework:** large language models (LLMs), prompt engineering, retrieval-augmented generation (RAG), tool calling, agent memory, single- and multi-agent orchestration, evaluation, deployment and AgentOps fundamentals.
 - **Programming:** SQL queries and data extraction; Python and Java through academic coursework.
 - **Tools:** VS Code, Google Colab, Excel VBA, PivotTables, Visio, Tableau, MS Project and PowerPoint.
 - **Operations and Implementation:** Requirements gathering, master data setup, sandbox validation, data migration audits, logistics coordination and go-live readiness.
 - **Project Coordination and Analysis:** Schedule and progress tracking, stakeholder coordination, workflow mapping, gap analysis, documentation and Agile/Scrum.
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PROFESSIONAL EXPERIENCE

Implementation & Operations Coordinator | Bayshore Healthcare ICS

Canada / Hybrid

Feb 2024 - Mar 2026

- Coordinated healthcare site setup and operational onboarding for Transitional Care Units, aligning operations, IT, procurement and vendor teams.
- Validated production and sandbox configurations, system workflows and data integrity before launches; identified and resolved setup discrepancies.
- Gathered customer requirements and collaborated with data conversion, engineering and product teams to resolve migration and workflow issues.
- Maintained setup checklists and logistics trackers to monitor master data, vendor deliverables and equipment readiness for go-live.
- Built Excel VBA trackers, SQL reporting queries and MS Project schedules to track progress; documented lessons learned in implementation retrospectives.

Customer Service Representative - Operations | Canadian Tire

Kitchener, Canada

May 2022 - Feb 2024

- Supported store operations and coordinated activities across departments.
- Adapted operational procedures to support day-to-day workflow execution.
- Coordinated receiving, inventory movement and space setup to meet operational needs.
- Worked with internal teams to resolve customer inquiries and streamline service delivery.

Technical Support Representative | Kelly Connect

Waterloo, Canada

Jun 2022 - Aug 2022

- Investigated technical account requests, data discrepancies and billing issues.
- Troubleshoot product features and system workflows to resolve user issues.
- Guided end users through account setup and product workflows.
- Maintained accurate customer records and documented troubleshooting resolutions.

EDUCATION AND PROFESSIONAL TRAINING

Bachelor of Technology in Computer Science

Rajagiri School of Engineering & Technology, Kochi, India

Sep 2020

- Studied Python, SQL, Java, C and C++ through academic coursework.
- Applied computer science concepts in practical software and hardware design, system implementation and technical support coursework.

Postgraduate Certificate in Information Technology and Business Analysis

Conestoga College, Toronto, Canada

Dec 2022

- Developed skills in analytical reasoning, business analysis and risk assessment for decision-making and resource planning.
- Used Excel, Visio, Tableau and MS Project to analyze data, map workflows, plan work and communicate findings.

Agentic AI: From Concepts to Practice

IIIT Hyderabad | Three-month course

Oct 2026

- Studied LLM foundations, prompt engineering and RAG, including document ingestion, chunking, embeddings, vector databases and retrieval.
- Covered agent reasoning and planning, tool calling, memory, single- and multi-agent patterns, orchestration and human-in-the-loop approval.
- Examined AI system architecture, evaluation, deployment, observability and maintainability, including interoperability through Model Context Protocol (MCP) and Agent2Agent (A2A).
- Completed course projects in VS Code and Google Colab, exploring interactions with AI models.

SELECTED PROJECTS

- **Expansion and Facility Standardization - Bayshore:** Managed setup workflows, vendor timelines and equipment readiness across 22% of site expansions. Standardized patient room layouts with Visio and built Excel VBA trackers and reporting dashboards.
- **Data Reporting and Launch Readiness - Bayshore:** Developed SQL data extraction queries and project tracking templates. Established sandbox validation checklists and standardized documentation to support data integrity and operational handoffs.

ADDITIONAL CERTIFICATIONS AND TRAINING

- Azure AI Fundamentals (AI-901) | No-Code Agentic AI Automation - GalTech School of Technology
- Scrum Master Certified (SMC) & Scrum Fundamentals Certified (SFC) - Scrum Study
- Business Analysis Foundations & Business Analysis and Process Management - Coursera / LinkedIn
- Customer Analytics - Coursera