

# PRASANTH NAMBIAR

Melbourne, Australia

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## PROFILE

Workforce planning leader with 17 years of experience across contact centre, banking, telco, insurance and government environments. My background is in leading WFP teams, building forecasting and scheduling frameworks, managing capacity across large operational networks, and giving senior leaders clear visibility of workforce risks, trade-offs and required actions.

Most recently at Meta / WhatsApp in Ireland, leading workforce planning and labour expense governance across a global customer operations network with more than US\$100M in annual labour spend. Before that, Senior Manager of Workforce Forecasting and Analytics at Westpac, leading a team of nine planners and analysts supporting a 5,000+ FTE contact centre and operations network. Now back in Melbourne and available to start immediately.

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## CORE CAPABILITIES

### Contact Centre WFP & Scheduling

Short, medium and long-range forecasting  
Capacity planning and resource modelling  
Budget, OPEX and cost planning  
WFM system improvement and uplift

### Team Leadership & Capability Development

Shrinkage tracking, reporting and management  
Real-time and intraday planning support  
Stakeholder management at senior level  
Process improvement and planning transformation

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## PROFESSIONAL EXPERIENCE

### Meta (WhatsApp) — Strategic Workforce Planning & Budget Governance Lead (IC6)

Dublin, Ireland | May 2020 – March 2026

- Led workforce planning and labour expense governance across a US\$100M+ global customer operations network, spanning multi-region vendor and in-house delivery models.
- Built and maintained forecasting, capacity planning and scenario models translating multi-channel demand signals into practical workforce and cost plans.
- Designed executive reporting frameworks that gave senior leaders clear visibility of capacity risks, cost-to-serve trade-offs and operational performance.
- Delivered multi-million-dollar annual efficiency outcomes through demand-supply optimisation, utilisation improvement and occupancy management.
- Supported workforce planning for major AI-enabled service transformation that materially reduced required agent capacity across large-scale operational workflows.
- Drove planning process uplift from manual cycles toward AI-enabled workflows and stronger data pipelines, improving speed and reliability of insight.
- Partnered closely with Finance, Product, Operations and data teams to align planning assumptions with investment decisions and operational priorities.

### Westpac Group — Senior Manager, Workforce Forecasting & Analytics

Sydney, Australia | December 2018 – May 2020

- Led workforce forecasting, capacity planning and scheduling support for a 5,000+ FTE contact centre and operations network in a regulated banking environment.
- Managed and developed a team of 9 workforce planning and analytics professionals, with responsibility for forecast accuracy, reporting quality and team capability.

- Built workforce, productivity and cost models supporting annual planning, budget decisions and operational performance reviews.
- Developed shrinkage tracking and reporting frameworks that improved visibility of actual vs planned utilisation across the network.
- Partnered with senior Finance and Operations leaders to translate demand and capacity analysis into clear priorities, investment cases and staffing decisions.
- Improved service outcomes and efficiency through stronger forecasting discipline, better scheduling practices and clearer performance insight.

### **Meta (Facebook) — Workforce Forecasting Specialist**

Dublin, Ireland | October 2017 – December 2018

- Built end-to-end demand forecasting and workforce planning models for global customer operations.
- Supported large-scale workforce expansion across a 10,000+ agent vendor network, contributing to scalable planning processes during rapid growth.

### **Vodafone — Workforce Planning Specialist**

Australia | October 2016 – October 2017

- Led end-to-end demand forecasting, capacity modelling, scheduling and budgeting for a 5,000+ agent contact centre environment.
- Translated product growth, channel demand and service assumptions into workforce plans aligned to operational and financial targets.
- Improved supply-demand matching, utilisation and occupancy through structured capacity planning and scenario analysis.

### **Insurance Australia Group (IAG) — Forecaster**

Australia | August 2014 – October 2016

- Developed demand forecasts incorporating seasonality, financial targets and demand variability across insurance customer operations.
- Built planning models supporting workforce capacity, resourcing scenarios and budgeting decisions.
- Improved forecast accuracy through stronger modelling discipline and assumption management.

### **Services Australia (formerly Department of Human Services) — Business Analyst, Workforce Planning**

Australia | 2009 – 2014

- Built foundational expertise across workforce forecasting, scheduling, intraday planning support and operational reporting.
- Analysed workload, demand and performance trends to inform staffing decisions and capacity planning across large-scale government service delivery.
- Produced reporting and insights that helped leaders monitor service delivery, resourcing pressures and workflow performance.

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## **EDUCATION**

Master of Marketing — Deakin University

Bachelor of Engineering (IT) — Madras University