



# AADITI VISHWADHARAN

## HUMAN RESOURCE & ADMINISTRATION

### Career Abridgment

Diligent by profession with over 7+ years of experience in Human Resource, Administration, Operations, Process management and learning & Development with leading Organizations. A keen planner & implementer with a proven track of developing operational policies/ norms, systems & controls, customer service standards.

### HIGHLIGHTS

- Certified in Professional in Human Resources (PHR)
- Successfully Implement CCHS (Compliments & Complaints Handling System)
- Automation model for customer centric approach

### TRAINING PROGRAMS

- Personality Development Training, Systematic Problem.
- Six Sigma- Green Belt.
- Quality Analysis
- Behavioral & Communication
- Diversity, Equity & Inclusive

### ACHIEVEMENTS

- Winners circle award FY'12
- Awarded Best Performer
- Rated K and SE till date (Significantly Exceeded Expectations)
- District Champion in Debate, Dance & Badminton



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DOB

4th May'89

Language

English, Hindi, Gujarati, Malayalam, Tamil

### EDUCATION

**Master's in Public Administration**  
Gujarat University Pursuing

**Graduate in Media & Communication**  
Manipal University 2010 - 2014

**Higher Secondary School**  
Gujarat University 2006 - 2008

**Matriculation**  
Gujarat University 2006

### SKILLS

- Success Factor - LMS
- Employee Relations
- On-boarding & Off-Boarding
- Performance Management
- Teamwork & Collaboration
- Problem-Solving
- Pay-roll
- Project Management
- Strong Communication

# EXPERIENCE'S

**Lancesoft India Pvt. Ltd. - SF LMS Team Lead**  
Sep'22 - March'23

**Welspun Group - Senior Officer**  
Apr'22- Sep'22

**Guardian Textiles Pvt. Ltd. - HR Executive**  
Feb'19 - June'20

**Om Siddh Vinayak - Relationship Executive**  
Apr'17 - Feb'19

**Hewlett Packard - Remote Support Executive**  
Oct'10 - Apr'14

## SF LMS Consultant:

- Implements and maintains all aspects of LMS including hierarchy, employee profiles, security roles, training plans, and reporting.
- Identifies internal LMS challenges and proactively recommends solutions, both internally and in coordination with the vendor.
- Regularly runs reports and conducts analysis on training KPIs to assess uptake, efficiency, and effectiveness. Communicates findings with HR leadership and stakeholders.
- Collaborates with HRIS team to ensure accurate employee and non-employee rosters and data integration between HRIS and LMS.
- Partners with supervisors and executive leadership to understand business requirements for a contract- and program-specific modules and training plans.
- Manages the course catalog ongoing, including conducting proactive reviews of courses/content to support recommendations (e.g. course relevance, suggestion to replace or retire, content authoring vs. curation)
- Communicates regularly with Recruitment Specialists, HR leadership, and Compliance to ensure training plans are effectively established for all new employees, independent contractors, interns, and volunteers.
- Develops and distributes concise, intuitive reports for program leaders, HR Operations, and other divisions as needed to ensure training compliance.
- Partners with HRBPs to support staff completion of mandatory training requirements.
- Troubleshoots LMS concerns with staff in a timely and accurate manner. Raises corresponding trends and process improvements to HR leadership.
- Leads relationship with LMS vendor.
- Produces guides, one-pagers, and training on LMS for staff as needed.

**Human Resource & Administration:**

- Work with the company CEO and Director to strategically plan HR initiatives that will benefit the company and encourage more efficient and beneficial work from employees.
- Direct all hiring and training procedures for new employees. Conducting employee orientation and facilitating newcomers joining formalities. Also, preparing letters such as offers and confirmation.
- Continually educate employees on company policies (including sexual harassment, appropriate dress, social media permissions, etc.) and keep the employee handbook current.
- Monitor employee progress and stay abreast of company climate and culture, ensuring it stays positive and productive.
- Coordinate and direct work activities for managers and employees. Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances.
- Manage and supervise other staff, ensuring they are assigned and carry out proper tasks. Understand and adhere to all pertinent labor laws.
- Reviewing resumes and applications. Conducting recruitment interviews and providing the necessary inputs during the hiring process.
- Maintaining HR records, such as those related to compensation.
- Follow up on confirmation records statutory obligations - PF, ESIC, taxes, gratuity, etc. Preparation of salary statement. LTA, bonus, and handling the full and final settlement of the employees.
- Community initiatives programs - organizing and participation.
- Preparing and submitting all relevant HR letters/documents/certificates as per the requirement of employees in consultation with the management.
- Ensuring statutory compliance for PF withdrawal, annual returns, factory license, shop and establishment license, labor law, and record information on a timely basis.
- Preparing and processing timely salary distribution, bonus, increment salary slip, leave encashment, and full and final settlements.
- Recording, maintaining, and monitoring attendance to ensure employee punctuality. Regularly update the master database (personal file, personal database, etc.) of each employee.
- Resolving grievances or queries that any of the employees have. Escalating to the right level depends on the nature of the grievance or issue.
- Checking travel and tour expenses and contractor bills and recording in relevant software for timely credit of the amount into employee's accounts.
- Reviewing job descriptions for all positions at regular intervals and updating them in consultation with the respective managers. Engaging with employees on a regular basis to understand the motivation levels of people in the organization.

**Process Management:**

- Managing processes and monitoring the overall functioning of processes, identifying improvement areas, and implementing measures to maximize customer satisfaction levels.
- Creating & implementing workflows to facilitate structured support in all areas and issues. Achieving goals for productivity and effectiveness as defined in operational plans.

**Quality Management:**

- Setting quality standards for operational areas. Suggesting alternatives to improve & enhance the service standards and carrying out a review of systems to further improve quality.

**Operation Management:**

- Assume the role of the primary point of contact between the executives and internal/external clients. Develop and carry out an efficient documentation and filing system for both paper and electronic records.
- Delegate tasks as appropriate to other members of the team. Manage office supplies stock and place orders. Prepare regular reports on expenses and office budgets. Prepare reports and presentations with statistical data, as assigned. Part of the Project team involved the Sales and Export team which provides back-office support to manage customer information and update the database.
- Played a key role in the successful transition of the Production process and initiated QA for the customer requirement.
- Monitoring overall functioning of processes ensuring compliance to the agreed SLA levels.
- Resolving and analyzing escalated cases rose to senior management. Have managed to get a maximum number of customer satisfaction feedback and have been consistent without any misses. Assessing customer feedback, evaluating the improvement areas & providing critical inputs.
- Generating weekly & daily reports and on various production parameters. Liaising with various departments within an organization to gain support /resolve issues.

**Client Servicing:**

- Managing customer-centric operations & ensuring customer satisfaction by achieving delivery & service quality norms in the organization.
- Maintaining cordial relations with customers to sustain the profitability of the business. Preparing reports for tracking performance and submitting the same to the top management.

**Other Experiences:**

- Assisting shareholders in generating reports and managing key communication in operations.
- Providing high-level administrative support.
- Export and Production planning. Collecting data related to the necessary specifications of each department and developing and analyzing computer systems that fit those specifications. Providing the training and resources needed for subordinates who are involved in the implementation and maintenance of new software.
- Analyses problems and discover the best ways to solve them. Develop and implement strategies to achieve organizational goals. Communicate clearly to superiors and give understandable instructions to subordinates.
- Ensuring the documentation and payment process from customers.
- Shipment planning according to the committed delivery plan. Taking care of the loading process.
- Generation reports for customers for export purposes.
- Analyze problems and discover the best ways to solve them.
- Develop and implement strategies to achieve organizational goals. Communicate clearly to superiors and give understandable instructions to subordinates. Allocate resources effectively to reach organizational goals Lead and motivate teams to promote efficiency and effectiveness.
- Experience and proficiency with a broad range of software and applications.
- Experience managing fleets of devices, including mobile devices High comfort level with evaluating and selecting software and hardware for various applications.

**I, hereby declare that all the information provided is true to the best of my Knowledge.**

**{Aaditi Vishwadharan}**