

Aditya Murali

OPERATIONS | PROCESS IMPROVEMENT | AUTOMATION | GEN AI | DIGITAL PRODUCTS

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PROFILE

Operations professional with 2+ years of experience across high-volume recruitment and reservation operations, with a strong focus on process improvement, root-cause analysis, automation, and operational efficiency. Experienced in identifying workflow bottlenecks, analysing recurring failures, and translating operational insights into practical process and automation improvements. Proven ability to manage high-volume workflows, improve process accuracy, and contribute to solutions that reduce manual errors and operational leakage. Experienced with AI tools, Selenium, API-driven workflows, Zendesk, Excel, Workday, ServiceNow, Avature, Shopify, and vendor booking platforms.

PROFESSIONAL EXPERIENCE

Senior Associate, Reservation Operations, Headout

Jun 2026 – Present | Bengaluru

- Manage end-to-end reservation operations by manually fulfilling bookings through B2B and B2C vendor portals and resolving ticketing issues across supply partners, ensuring timely fulfilment and minimising customer-facing booking delays.
- Conduct Root Cause Analysis (RCA) on failed bookings by tracing breakdowns across automation, vendor portals, ticket generation, and fulfilment workflows, enabling faster identification of recurring failures and reducing repeat operational issues.
- Identified recurring manual booking errors contributing to approximately US\$10,000 in monthly revenue leakage and co-developed Booking Assistant (BASS) with 3 associates, significantly reducing manual booking errors and improving booking accuracy.
- Contributed operational inputs and proposed workflow changes for BASS based on recurring failure patterns, helping convert frontline process issues into scalable improvements and reducing dependency on manual intervention.
- Identified recurring Selenium automation failures, including special-character handling in guest names, and proposed corrective workflow logic, helping reduce unnecessary manual intervention and improve automated booking fulfilment.
- Manage workflows for junior associates by assigning manual booking tasks according to complexity and priority, improving workload distribution and keeping critical bookings within required timelines.
- Collaborate with Operations, Supply, and Technology teams to identify automation gaps and improve vendor workflows, supporting higher reliability and broader adoption of automated fulfilment.

Analyst, People Services Generalist, Walmart Global Tech

Jun 2024 – Feb 2026 | Bengaluru

- Screened 2,000+ candidates for a high-volume driver hiring project across 6 regions using Workday, strengthening the candidate pipeline and supporting critical hiring targets.
- Served as SME for the driver hiring project by designing and documenting the end-to-end process flow, improving process consistency and accelerating onboarding execution.
- Coordinated high-volume interviews and onboarding activities while maintaining accurate candidate records and stakeholder communication, supporting smooth progression from screening through onboarding.
- Redesigned Excel reporting templates and daily data-entry workflows to simplify extraction and visualisation, reducing reporting turnaround time and improving the accuracy of leadership decision-making.
- Solely managed the Driver Hiring project for 3 days during a resource crunch, handling workload equivalent to 6 coordinators, preventing operational delays and maintaining hiring continuity.
- Prepared daily and monthly hiring reports for senior leadership, providing visibility into hiring progress, bottlenecks, and operational priorities for faster intervention.
- Supported Early Careers campus recruitment and immigration processes through scheduling, documentation, and case tracking, enabling timely candidate progression and compliance.
- Selected to participate in a pilot batch testing new automation workflows, proactively identifying process bottlenecks, analysing system limitations, and recommending solutions to improve automation reliability, streamline operations, and support successful process implementation.

Recognition: BRAVO Award, 2025, for exceptional ownership, agility, stakeholder management, and impact on critical hiring operations.

Finance Intern, AirAsia India

Jun 2023 – Jul 2023 | Bengaluru

- Supported the billing lifecycle across invoice generation, validation, and reconciliation, helping maintain accuracy and adherence to internal financial controls.
- Performed detailed invoice and bill verification to identify discrepancies, strengthening data integrity and reducing the risk of financial mismatches.
- Developed and deployed Excel macros for large financial datasets and repetitive tasks, improving processing efficiency and reducing manual effort for the team.

PROJECTS

Booking Assistant (BASS), Headout

2026 | Bengaluru

- Problem identification: Identified manual booking errors as a recurring operational issue contributing to approximately US\$10,000 in monthly revenue leakage, establishing a clear business case for intervention.
- Solution development: Collaborated with 3 associates to develop BASS and contributed operational inputs and workflow changes, turning recurring frontline errors into a structured error-reduction solution.
- Process improvement: Helped refine the tool around common booking failure patterns and manual error points, significantly reducing manual booking errors and improving booking accuracy.
- Operational impact: Supported a more reliable fulfilment workflow with reduced dependency on error-prone repetitive actions, improving process consistency and reducing potential revenue leakage.

Recrio AI - AI Recruiter | Independent Project

Mar 2026 | Bengaluru

- Built an AI-powered recruiting tool from scratch using AI development tools to automate resume screening against hiring-manager-defined must-have criteria, nice-to-haves, and role-specific instructions, reducing manual screening effort and improving candidate prioritisation.
- Designed candidate discovery workflows to search LinkedIn for potential candidates and retrieve candidates through company recruitment portals, while prioritising employee referrals, creating a broader and more targeted sourcing pipeline.
- Implemented feedback-driven candidate ranking where hiring-manager inputs continuously influence search criteria and screening filters, improving alignment between shortlisted candidates and role requirements.
- Created a dynamic prioritisation workflow that evaluates candidates against changing requirements and surfaces the strongest-fit profiles, making screening more consistent, scalable, and responsive to recruiter feedback.

drippiNK | Direct-to-Consumer Clothing Brand, Founder

Jan 2025 | Bengaluru

- Identified a consumer gap between affordable everyday clothing and quality expectations, surveyed approximately 1,000 people to validate demand, and launched drippiNK, turning a validated customer problem into a live consumer business.
- Designed and developed the initial clothing range while defining target audiences, positioning, and marketing campaigns, creating a differentiated product offering and building an initial customer base.
- Built the e-commerce operation using Shopify and automated order and supply workflows through Shopify and Qikink, reducing manual fulfilment effort and creating a scalable order-processing system.
- Managed digital marketing, product design, audience targeting, website development, and day-to-day operations over 2.5 months, building hands-on experience across the full D2C business lifecycle.
- Generated ₹20K in revenue within 2.5 months, demonstrating the ability to take a concept from customer research and product development through launch, marketing, and sales.

EDUCATION

KristuJayanti University	BBA - Finance & Human Resources GPA: 8.05	2021 - 2024
Nagarjuna Vidyaniketan	High School Diploma - Commerce GPA: 8.95	2019 - 2021

CORE SKILLS

Reservation Operations	Process Improvement	Root Cause Analysis (RCA)
Automation Workflows	AI Tools & Workflow Design	Selenium
API Workflows	Manual Error Reduction	Operational Problem Solving
Workflow Management	Vendor / Supply Management	Zendesk
B2B & B2C Booking Portals	Microsoft Excel	Data Reporting & Analysis
Stakeholder Management	Process Documentation	Workday
ServiceNow	Avature	Shopify
Qikink	Team Coordination	Cross-functional Collaboration
Generative AI (Gen AI)	Digital Products	