JOSHIRAHUL VADIVEL

PROJECT, PROGRAM & OPERATIONS PROFESSIONAL

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SUMMARY

Project, program and operations professional with 4+ years at araCreate Group, progressing from Moderator through Senior Moderator and Operations Team Lead to Associate Project Manager. Coordinate stakeholders, clients and vendors across risks, escalations, SLA/KPI commitments and reporting for international clients. Experience includes 24/7 service delivery, events and workshops for 200+ students, and QA exposure.

CORE COMPETENCIES

Project & Program Management: Project Coordination | Program Coordination | Project Planning
Timeline & Milestone Tracking | Risk & Issue Management | Change Request Tracking | Delivery Coordination

Operations & Service Delivery: Operations Management | 24/7 Operations | SLA / KPI Management
Workflow Management | Escalation Management | Process Improvement | Quality Control

Client & Stakeholder Management: Client Management | Stakeholder Communication | Vendor Management
Procurement & Quotations | Partner Coordination | Cross-functional Coordination

Events & Programs: Event Management | Workshop Coordination | Academy Operations
Training Coordination | Logistics Coordination | Operational Readiness

Quality & Testing: QA Coordination | Defect Tracking | Validation & Retesting | Requirements / PRD Tracking

PROFESSIONAL EXPERIENCE — 4+ Years

Associate Project Manager, araCreate Group | Project & Stakeholder Management **Oct 2024 – Present**

- Coordinate project and operational workstreams from planning through execution, aligning stakeholders, deliverables, timelines and dependencies.
- Track milestones, deadlines, risks, issues and escalations, and resolve dependencies with clients, vendors, partners and cross-functional teams to keep delivery on schedule.
- Report progress through management reports, project updates, presentations and documentation that support decision-making.
- Manage vendor requirements, quotations and procurement follow-ups.
- Plan and run academy events and workshops, managing logistics, equipment and partner coordination.

Operations Team Lead, araCreate Group | Team & Operations Leadership **Feb 2024 – Sep 2024**

- Led day-to-day service operations across six service areas: content moderation, fraud detection, brand protection, data enrichment, lead generation and e-commerce support.
- Coordinated 24/7 client-facing service delivery through shift planning, workload allocation, quality control and team performance tracking.
- Managed client-facing projects for international brands and startups, owning delivery, quality, client communication and SLA commitments; handled escalations and reporting.

Senior Moderator, araCreate Group | Quality, Process Control & Escalation **Dec 2022 – Jan 2024**

- Oversaw quality and operational performance across six-plus international luxury-brand projects, maintaining data accuracy and process compliance.
- Handled workflow escalations and quality checks, coordinating with stakeholders on assigned projects.
- Supported team training and coordination to keep execution consistent with client requirements.

Moderator, araCreate Group | Frontline Operations **Sep 2021 – Mar 2022**

- Executed data labelling, content review, product enrichment and fraud-detection workflows with high quality and accuracy, following defined processes.
- Identified exceptions requiring additional review and escalated them for resolution.

SELECTED PROJECTS

Digital Systems Upgrade for a Legacy Engineering Platform Associate Project Manager

- Bernhard Halle Nachfl. GmbH: digital modernization of a 152-year-old engineering brand's web presence and platform. Supported planning and scheduling, coordinated client and delivery-team communication, tracked milestones, risks and dependencies, and prepared stakeholder updates.
- Provided testing support alongside project duties: validated functionality, reported defects, retested fixes.

Navee – Brand Protection Operations Project Manager (Client-Facing)

- Managed client-facing delivery of brand-protection operations for international luxury brands Gucci, Louis Vuitton and Celine, covering quality requirements, reporting, client communication, escalations and SLA commitments; completed successfully with client appreciation.

ACA Academy – Events & Workshop Management Event Manager & Coordinator

- Delivered workshops and events for 200+ students across schools and colleges, coordinating trainers, curriculum, documentation, QA, equipment and industry partners; managed stakeholder communication, logistics and operational readiness.

Jodel – 24/7 Social Platform Moderation Operations Project Manager (Client-Facing)

- Managed project administration and operational coordination for continuous 24/7 moderation delivery on Jodel, a hyperlocal community social platform, covering shift operations, workflow execution, quality control and performance tracking; owned reporting and escalations for the account.

Brandback – E-commerce Operations / Client-Facing Project Operations Project Manager (Client-Facing)

- Managed the project end to end for Brandback, a German e-commerce startup, overseeing admin-panel operations and coordinating business operations and service delivery.

TOOLS

Project & Work Management: Jira, Confluence, Microsoft Project, Asana, Trello

Reporting & Analytics: Microsoft Excel, Power BI, Google Sheets, Microsoft PowerPoint

Collaboration & Documentation: Microsoft Teams, Slack, Zoom, Microsoft Outlook, SharePoint

AI-Assisted Productivity: Working proficiency with AI tools for research, planning, documentation, data analysis, reporting and workflow improvement; output reviewed for accuracy.

EDUCATION

B.Sc. Information Technology **2018 – 2021**
Bharathidasan College of Arts and Science, Erode, India

CERTIFICATIONS

Risk and Project Management | Simplilearn SkillUp
Introduction to Six Sigma – Green Belt | Simplilearn SkillUp
Understanding Operations Management | The Open University – OpenLearn

AWARDS

Client Appreciation – Navee Brand Protection Project
Recognized by the client for outstanding work and successful completion of the project.

LANGUAGES

Tamil – full professional fluency | **English** – professional working proficiency