ISHITA MEHTA

Operations, Recruiting & AI-Enabled Internal Tooling Specialist

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Portfolio & Loom Demos: **ishita-mehta.pages.dev**

Available for Part-Time or Full-Time Remote Roles · Working US, Canada, UK & Australia Business Hours

PROFILE SUMMARY

Operations and recruiting specialist with 5+ years supporting remote teams across executive administration, full-cycle technical & business hiring, CRM/bookkeeping hygiene, and formal QA/SLA reporting. Combines hands-on execution in HubSpot, QuickBooks, Asana, Apollo, and Power BI with a B.E. in Computer Science (AI & ML) and end-to-end internal app building (Claude Code, Supabase, Vercel, Zapier). Prior corporate QA role concluded June 2026; open to part-time and full-time remote engagements.

EXPERIENCE

Operations, Recruiting & Internal Tooling Specialist (Freelance VA) - Remote — Aug 2022 - Present

- **Custom Internal App Delivery:** Designed, built, and own an internal operations web application for a client end-to-end (requirements to production) using Claude Code, GitHub, Vercel, and Supabase.
- **Executive & Project Operations:** Serve as daily operations point of contact - managing multi-timezone inboxes/calendars (Google Calendar, Calendly), cross-functional Asana/Monday.com workflows, and weekly Excel/Google Sheets/Power BI MIS dashboards.
- **CRM, Bookkeeping & Automation:** Segment leads in HubSpot, build Mailchimp re-engagement campaigns, support QuickBooks invoice/bill reconciliation, and automate recurring workflows in Zapier.
- **Full-Cycle Recruiting & HR Ops:** Draft JDs, source passive/active candidates via LinkedIn Boolean search, Apollo, and Lusha, run initial screening calls, coordinate multi-timezone interview loops, maintain pipeline trackers, and run new-hire onboarding SOPs.

Quality Assurance Analyst & Client Calibration Lead - Teleperformance, Mohali — Jun 2023 - Jun 2026

- Conducted formal quality audits against SLA benchmarks, translating weekly performance data into targeted coaching, leadership insight dashboards, and operational improvement plans.
- Represented QA in external client calibration sessions to align internal scoring with international client expectations; recognized for audit consistency and inter-rater reliability.
- Interviewed and evaluated candidates for Quality Analyst and customer operations roles across sales, service, technical, and payments departments.

Technical Recruiter (Freelance) - Third-Party IT Staffing Agency (Remote) — 2021 - 2022

- Owned end-to-end IT hiring from client intake to candidate handover - sourcing SDEs and software engineers via LinkedIn Boolean search, Apollo, and Lusha, screening for skills/salary/availability, and coordinating client interview feedback.

CORE TOOLKIT

Recruiting & HR: LinkedIn Sourcing, Boolean Search, Apollo, Lusha, Structured Screening, Interview Scheduling, Onboarding SOPs, Workday

AI & Internal Apps: Claude Code, Supabase, Vercel, GitHub, Zapier, Prompt Engineering, ChatGPT, Gemini, Perplexity

Ops, CRM & Finance: HubSpot, Mailchimp, QuickBooks (A/R, A/P, Reconciliation), Asana, Monday.com, ClickUp, Google Workspace, Calendly, Slack

Reporting & Content: Power BI, MS Excel, Google Sheets, SQL, MIS Dashboards, Canva, Gamma.app, Clipchamp

EDUCATION & SELECTED CERTIFICATIONS

B.E. Computer Science (AI & Machine Learning) - Chandigarh University, Gharuan (CGPA: 8.04) — 2021 - 2025

Certifications: Microsoft Azure Administrator Associate (2023) · Databases & SQL for Data Science - IBM (2023) · Analytics for Decision Making - Univ. of Minnesota (2023) · Cybersecurity Foundation - Palo Alto Networks (2022) · HTML, CSS & JavaScript - Johns Hopkins (2022)