Harshali Chavan

Business Process Improvement | Systems Design | Workflow Automation

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I design and deploy workflows that make it easier for teams to assign work, check safety, and track equipment. My experience spans drone operations, training leadership, and eight years in commercial airline operations.

EXPERIENCE

Drone Operations Coordinator | June 2026–Present

- Built and deployed a pilot work register that connects assignments, automated reminders, report submission, and manager approval in one activity history.
- Rebuilt flight authorization into a workflow for advance requests, manager approval, preflight safety checks, grounding and rechecks, and postflight records.
- Designed, tested, and deployed a SharePoint fleet dashboard for tracking equipment and its status.
- Delivered **$20K+ in negotiated commercial value** through equipment and training sourcing.

Training Manager | April–November 2022

- Supervised five Training Development Specialists, oversaw employee onboarding, and updated onboarding content where I found gaps.

Workplace Experience Concierge | May 2019–March 2020

- Supported workplace operations and visitor services.

Commercial Airline Operations | June 2008–September 2016

- Progressed from Flight Attendant to Cabin Senior, leading crews of up to 10, running safety briefings, and training and evaluating crew.

SELECTED INDEPENDENT PROJECTS

- **Drone Operations Platform:** Defined requirements for a working prototype with nine roles spanning client intake to delivery.
- **AI Workspace:** Designed a shared set of rules and separate project records, with a review step before updates are saved.

TOOLS AND CREDENTIALS

SharePoint, Power Automate, Microsoft Forms, Excel, and AI-assisted development

FAA Commercial Pilot Certificate (2025), Instrument Rating (2024), and Part 107 Remote Pilot Certificate (June 2026)