



Shivangi Arora

Manager-Student Experience & Learning || Coding Ninjas

A high Caliber professional who is able to effectively manage people and processes.

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📍 Gurgaon

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WORK EXPERIENCE

Manager-Student Experience & Learning Sunrise Mentors Pvt. Ltd. (Coding Ninjas)

12/2022 - Present

Gurgaon

Career Camp-Learning

- Managing day-to-day operations for smooth academic delivery along with Daily, Weekly and Monthly Reports
- Handling multiple Batches to ensure Course Completion and program goals are achieved with Student performance Tracking and taking corrective actions
- Guiding and Motivating students throughout their academic journey as well as analyzing the gaps & ensure learning outcome as per the Benchmark is achieved within stipulated timelines.
- Continuous Process Improvement & Customer Interaction, Engagement + Retention along with Doubts Resolution
- Conducting required BM or Placement Webinars with Students as well as Daily Scrums with Team
- Coordination with diverse Teams & Quality Check for the Reportees

Assistant Manager-Test Prep Extramarks Education India Pvt. Ltd.

02/2019 - 11/2022

Noida

PROJECTS: ACHIEVE, Live Classes, SIP, Recording & Other Projects

- Faculty Team Management as well as Coordination along with Occupancy and Daily, Weekly and Monthly Reports
- Continuous Process Improvement & Customer Interaction, Engagement + Retention along with Doubts Resolution
- Live Classes & SIP- Strategy, Planning, Scheduling, Syllabus Tracking and Coordination + Ongoing Projects Management & Progress Check
- Resource Management, Tasks Allocation, PTM Management, Quality Check and Training
- Content Management & Delivery + Coordination with diverse Teams & other Miscellaneous Tasks
- Studio Management and Bookings for Recording Project
- Responsible for Tickets assignment as well as Resolution on Freshdesk within the SLA

EDUCATION

B.Tech Electronics & Communication Engineering (Hons.)

ABES Engineering College, Ghaziabad

08/2014 - 06/2018

Ghaziabad, India

Intermediate

Dayawati Modi Academy, Rampur

04/2012 - 03/2013

Rampur, India

SKILLS

Decision making

Team Player

Self-motivated

Pressure Handling & Meeting deadlines

Interpersonal & Communication Skills

MS Office

Tools-Impartus, Freshdesk, CRM, Ozonetel, JIRA, PeopleCues

Team + Stake Holder Management

Student Engagement

AWARDS & ACHIEVEMENTS

Award-"Mover of the Mountains" (01/2022 - Present)

This award was provided in recognition to my Outstanding accomplishments at the workplace for the Quarter QND'21

CERTIFICATES

Appreciation Certificate for Women Empowerment (12/2021 - Present)

Awarded with this Certificate for Women Empowerment under the flagship of Mission "SHAKTI", an AKTU initiative

EF SET - C1 Advanced (07/2021 - Present)

EF Standard English Test (No Expiration Date)

Critical Thinking (01/2021 - Present)

Pursued this certification from LinkedIn (No Expiration Date)

Appreciation & Recommendation Certificates (02/2018 - Present)

Awarded with these Certificates for my dedicated work in the NGO and in my Alma mater

Green Revolution Global Certification Examination (08/2016 - Present)

Secured 'A' grade in this International Exam.

ORGANIZATIONS

Help Us To Help The Child (08/2014 - Present)

Ghaziabad Chapter Observer

AAGAZ-Beyond the Blue Sky (07/2017 - 05/2018)

Joint Secretary

SPIC MACAY Chapter (07/2017 - 05/2018)

Club Secretary

IEEE Up Section (08/2016 - 05/2017)

Event Coordinator and Organizer