

Shivani Arora

Phone: [8810646986](tel:8810646986)

Email : shivaniarora885@gmail.com

Skills

Google Sheets : ★★★★★☆

SQL : ★★★★★☆

Program Design and Execution : ★★★★★☆

SOP Creation & Process Optimization : ★★★★★☆

Microsoft Excel : ★★★★★☆

Canva : ★★★★★☆

Zoom, Google Meet : ★★★★★☆

Experience

The Good Health Revolution / Program Coordinator | Jan 2025 - Present | Gurgaon

- Designed and implemented the complete dietetic framework and SOPs for a premium gut health program targeting acidity, H. pylori, and GERD-related issues.
- Managed content and communications for 200+ clients using Google Sheets, WhatsApp groups, & Canva.
- Owned content planning and execution, including weekly engagement activities & educational material.
- Initiated and ran weekly engagement challenges, resulting in a **40% increase** in active group participation.
- Coordinated weekly group activities and resolved client escalations with <24h turnaround.
- Contributed directly to program success, generating **₹20 lakh+ in revenue** through client enrollments and retention.

Breathe Well-Being / Senior Health Coach | Oct 2021 - Dec 2024 | New Delhi

- Provided structured support to over 200 diabetic clients, contributing to significant health outcomes, including reduction or stoppage of medications.
- Helped 85% of insulin-using clients successfully discontinue insulin through consistent program adherence and lifestyle guidance.
- Played a key role in maintaining an **80% program renewal rate** by managing long-term client engagement and progress monitoring.
- Generated 120+ client referrals through trust-building, contributing to over **₹3L in revenue**.
- Conducted training sessions for 10+ new team members to ensure uniform quality of client communication and support.
- Maintained a **90%+ client satisfaction rating** consistently over 3 years, reflecting reliable and empathetic program delivery.
- Conducted onboarding webinars & program introductions for newly enrolled clients.

Health Total / Health Coach | Feb 2021 - April 2021, New Delhi

- Solely advised 30+ weight-loss clients as a Center dietician.
- Crafted on-demand personalized weekly diet plans for center visiting customers.

BLK Super Speciality Hospital / Dietetics Intern | Oct 2020 - Jan 2021, Delhi

- Interacted with more than 2000 patients to profile them for specific diet plans.
- Counseled more than 500 patients for specific post recovery diet plans.

Education

IHM Delhi / Post Graduate Diploma In Dietetics & Hospital Food | August 2019 - July 2020

Recipient of All Round Student Award

Kalindi College, Delhi University / B.Sc Physical Sciences | July 2014-July 2017

Graduated with 75.23%

Jain Bharti Model School/ Senior Secondary Education(CBSE), Delhi

Scored 77%