

VIPIN ARORA

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Noida (Delhi – NCR), Uttar Pradesh.

Objective To looking for full time employment these days.

Target Job Desired Job Type: Employee

Desired Status: Full-Time / Part Time

Description of my Perfect Job: Prefer Working Domain - Training & Operation - CRM

LinkedIn Profile <http://in.linkedin.com/in/vipsarora>

Experience

- **12+ Years (6+ Years Teaching Experience)**

Work Profile:

- **Working as a Freelancer on National and International Educational Projects as a Trainer / Teacher / School Secretary / Academic Support / Client Relationship Officer etc. (2013, March to Till Date.)**

Working as an E-Tutor and E-Trainer with well known organizations and Handling Various Subjects and Courses.

Working as a Soft Skill Trainer, a Spoken English Teacher & PD Trainer for "Colleges" and "Schools".

Helping and developing "Boutique Chain" under the name of GBros which is a Home Project.

Main Organizations are ...

"School Secretary Cum Academic Head" at NDM Public School, Punhana, Haryana
(Dec, 2014 – Part Time Employment)

Working on the multiple profile – School Management, Teachers Training and execution on live floor, Students Counselling and Training Section, New Activity plans and their execution, Board Activities, Preparing all important reports time to time, Conducting Regular Sessions.

Academic Support (Teacher / Trainer) at Tutor Universe 316 E Court, Suite 7 Iowa City, IA 52240 14 **USA. (Feb, 2014 – Part Time Employment)**

Handling Academics, Clients and Trainings Online through Live Chat, Direct Sessions, Skype, Emails.

Soft Skills and Tech Trainer) at Sony India Pvt Ltd. **(Oct, 2014 – Part Time Employment)**

Enhancing language skills, communication skills, Technical skills and Customer Handling Skills of the mid level of employee.

CCE Grading Expert – Content Developer at AIETS Pvt Ltd. B-32, Shivalik, Malviya Nagar, New Delhi – 110017. **(March, 2013 – Part Time Employment)**

Handling Content Development and Software Development Team to develop CCE CBSE Grading System.

Freelancing Work at NIIT: Worked as A Content Writer, Math Subject Expert, and Designer at NIIT and worked on LMS and CMS, worked on few more projects as a freelancer. **(2009 – 2009)**

- **Working with Transweb Educational Services, Sec 6, Noida on different projects. (2007 – 2008 and 2010 to 2013)**

Sr. AM cum Operation Head – Working on askiitians project.

Work Profile: AskITians project is based on IIT / JEE entrance examination preparation.

Operation Department - I am completely responsible to run the operations for B2B clients (Franchise Canters all over India) and for B2C (Direct Students) for “Online Classes”. Handling 6 – 10 Franchise Centres and 285 direct students who are based in India and UAE USA and Singapore. Major tasks are Session Scheduling Online, Troubleshoot on live floor, Technical Support for Existing Clients and New Clients, Handling Customer Desk through Live Chat Process and Cold Calling, Counselling the students and their parents.

Academic Department - Ex IITians Freelancer Team Development for teaching mythology and technical aspects, Test Series development by using third party tool, Handling Entire Faculty Team independently, Supporting them on live and offline floor, Handling Test Series with the help of Faculties Offline and Online, Taking Session online if required.

Training Department – Trainer: Providing Training Online and Offline to New Faculties, New Joinee. Training is based on Technical Aspects, Teaching Skills Development, Language correction and presentation development.

HR Department: Hiring New Faculties and Team Members, Handling Database, Creating and maintaining documents, to discuss remuneration, talking terms and conditions, Providing “Appointment Letter” or “Confirmation Letter” etc.

Accounts Department - Billing for all working Faculties and All Vendors (Vendors – Publishers, Transporters, and Couriers etc.)

Web Development Department – Helping them to handle day to day problems related to Online Session Portal and website development, Handling third party tool – Virtual Classroom Platform independently.

Senior Lead Operation Specialist at TransWeb Educational Services Pvt. Ltd.

Work Profile: Responsible for both tutoring and assignment department, Played a big role to developed portal, Recorded more than 3000 Sessions online, Developed books as well for Algebra I, responsible for SEO work there in some extends, Scheduling, Tutoring, Coordination with different departments, Handling Calls, Handling CHATS are other major responsibilities, Faced very tight schedule and enjoyed,

- **Ops Head at Tutors Kingdom Education, 44 Agarsen Plaza, Meerut. (2008 – 2010)**

Work Profile: To establish a complete new start-up, Major responsibilities are.....

To Coordinate different departments Operation, IT, **HR** etc.

To Handle Operation Team

To Develop new tutors team and provide training to Online Tutors and Upgrade them time to time.

To Coordinate with SEO (Online Marketing)Team
 To Coordinate with business development team and generate new customers lead.
 To Coordinate the USA, UK, Middle East and Australia based student through chat support and direct calling as per requirement.
 To Handle the Scheduling department.
 To Conduct the **Demo sessions** as per requirement
 To Handle the Database Management Team
 To Maintain accounts of tutors
 To Maintain account of Students

- **Senior Associate Operation cum Auditor** at Vienova Technology Pvt. Ltd. B-40, II Floor, Sec-63, Noida. **(2006 – 2007)**

Work Profile: Handling B2B and B2C Clients in terms of all minor and major activities of operations. Handling Back-end Database with or without Tutoring Portal, Handling Accounts partially at the end of the Customers and Tutors, played a key role to develop e-tutoring portal, Data Mining and Database Creation, Worked with Callers to improve their Quality. Content Development and LMS Development, Developed different process to run the work smoothly, played a very small role to develop the Website as well.

- **Worked in different school on different position under “Seva Missionary Sisters of Mary” Community. (2001 – 2006)**

Head of the Computer Department at St. Anthony's Convent School, Babugarh, Gha. –

Work Profile: Established Computer Lab in the organization, responsible for all activities which are related to Computer Department and Management like New Tutors Hiring, Science Exhibition (Distt Level, State Level etc.) , Culture Activities.

Computer Faculty cum Exam Coordinator in Junior Section at St. Mary Convent School, Gajraula. –

Work Profile: Handling regular classes (3, to 9), Worked as a Exam Coordinator under Head of the Department directly, Cross Checking, Setting up questions Papers are others major responsibilities.

Assistant Teacher at St. Anthony's English School, Babugarh, Gha.

Work Profile: Worked as an assistance teacher, Conducting different subject at junior level, Handling Math from 1 to 8, participating in each and every activity organized by management.

Professional Qualification

- PGDCA from Manipal Sikkim Uni. First Division
- PGTTE from AIIMS, R.A. Puram, Chennai. (2004 - 2005) First Division
- Diploma in Office Administration from NILEM, Adyar, Chennai. (2004) Grade – A
- ADCHN from Jetking, Hapur. (2001 – 2003) Grade – A
- D.C.A. from NYHWES Computer Education, Moradabad. (2000 – 2001) Grade – A

Education

- M.Sc – Maths from Manipal Uni. Current
- B. Sc. (Maths group) from M. J. P. Rohailkhand Univ. Bareilly - 2001.
- XII from U. P. Board Allahabad - 1998.
- X from U. P. Board Allahabad - 1996.

Date Of Birth

30. 04.1982

Father's Name

Late Shri R. A. Arora

Contact No:

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Language English & Hindi

Interests Dancing, Choreography, Internet Surfing, Socializing.

Achievements Won a lot of awards in Dancing, Choreography and Quiz Competitions, Science Exhibition at state level. I was a well known team member in Shaimak Dabar Dance Group.

SUPPORTING DOCUMENT CAN BE FURNISHED UPON REQUEST.

Preference Job Location: Delhi / NCR, Always ready to move across India or out India for right opportunity.

DATE: Oct, 2015

Current Location: Noida (Delhi – NCR), Uttar Pradesh

(VIPIN ARORA)