

# MAYANK ARORA



## BASIC INFORMATION

BHAJAN NIWAS, CHOTI KIRSALI LANE NUMBER:- 2,TARLA NAGAL,PO – KULHAN, SAHASTRADHARA ROAD, 248001  
Dehradun  
mayankarora050@gmail.com, +917895018346  
Date of birth: July 6, 1989  
Place of birth: Dehradun  
Gender: Male  
Nationality: Indian

## OBJECTIVE

WANT TO WORK WITH A COMPANY WHERE I CAN GROOM MYSELF IN BETTER MANNER AND PROOF MYSELF AS AN ASSET TO THE COMPANY.

## WORK EXPERIENCE

- Office Assistant – Blue Bells School** January 2011 – December 2013
- Supported daily clerical tasks to ensure smooth, efficient, and productive workplace operations
  - Answered phone calls, managed files and emails and scheduled appointments for the management.
  - Organized, filled, copied, and scanned both physical and digital files.
  - Accurately logged information into company databases or spreadsheets.
  - Made the requirements and made it signed by the authorised person
  - Ensured requirements are real and are fulfilled on time.
  - Drafted, proofread, and sent emails, letters, and packages.
  - Checked the TC's and made it signed and stamped by principal
  - Tracked stock levels of office supplies (like paper, ink, and breakroom items) and placing restock orders.
  - Ensured common areas, break rooms, and reception zones are tidy and organized.
  - Troubleshootd office machines (printers, copiers) and scheduledvmaintenance or repairs.
- Admin Cum Office Coordinator – Blue Bells School** January 2014 – December 2017
- Juggled day-to-day clerical duties, managed facilities, and acted as a bridge between departments and external stakeholders.
  - Tracked inventory, ordered stationery, pantry items, and equipment, and kept costs within budget.
  - Liaised with suppliers, housekeeping staff, and maintenance contractors to keep the office running smoothly.
  - Coordinated calendars, booked meeting rooms, and organized logistics for corporate events or workshops.
  - Tracked inventory, ordered stationery, pantry items, and equipment, and kept costs within budget.
  - Prepared, scanned, and filed reports, memos, and contracts while maintaining physical and digital databases.
  - Done other administrative tasks
- Front Office Cum Receptionist – Blue Bells School** January 2018 – December 2021
- Greeted visitors, clients, and vendors and ensured a positive and professional first impression.
  - Answered, screened, and routed incoming phone calls to the appropriate department or personnel, and took accurate messages whenever and wherever necessary.

- Responded to general queries regarding the company's services, products, or daily schedule.
- Ensured the reception area, lobby, and waiting spaces are neat, organized, and presentable at all times.

#### Counselor Cum Telecaller – Blue Bells School

January 2022 – April 2026

- Made outbound calls to prospective leads, generated interest, and executed cold-calling campaigns to built a robust pipeline.
- Explained features, benefits, and pricing of programs or services. Assessed individual needs and guide prospects toward suitable solutions.
- Handled inbound calls, emails, and WhatsApp messages promptly. Also, Provided excellent customer service and resolve any queries and complaints
- Consistently tracked warm leads through regular follow-up calls to nurture relationships and pushed prospects toward a final decision.
- Persuaded prospects to enroll, register, or make a purchase to achieve weekly and monthly revenue or admission targets.
- Logged all call statuses, outcomes, and prospect feedback into CRM systems or spreadsheets to keep customer data organized and accurate.
- Managed document collection, fee processing, or scheduling as part of the onboarding or registration process.

## EDUCATION

### HIGH SCHOOL

APRIL 2005 – MARCH 2006

INDIAN CAMBRIDGE SCHOOL

- DID HIGH SCHOOL FROM I.C.S.E BOARD SCHOOL

### INTERMEDIATE

APRIL 2007 – MARCH 2008

D.A.V INTER COLLEGE

- DID INTERMEDIATE FROM C.B.S.E BOARD SCHOOL

### B.COM

2008 – 2011

D.A.V (P.G) COLLEGE

- DID GRADUATION FROM COLLEGE AFFILIATED TO H.N.B GARHWAL UNIVERSITY

### BASIC COURSE OF COMPUTER

APRIL 2006 – OCTOBER 2006

ILIT

### TALLY

APRIL 2008 – SEPTEMBER 2008

SYMBIOSIS

### ONE YEAR DIPLOMA IN PROFESSIONAL ACCOUNTANT

2009 – 2010

I-CAT

### B.C.A

2008 – 2011

SYMBIOSIS

- DID BCA FROM THE COLLEGE AFFILIATED TO PUNJAB TECHNICAL UNIVERSITY

## INTERESTS

Music, Reading, Painting

## LANGUAGES

English

Hindi

## PERSONAL DETAILS

DATE OF BIRTH : 6 JULY 1989

FATHER'S NAME : M.R. PRAVEEN KUMAR ARORA

MOTHER'S NAME : M.R.S RATIKA ARORA

SEX : MALE

NATIONALITY : INDIAN

MARITAL STATUS : SINGLE

LANGUAGES KNOWN : ENGLISH AND HINDI

CATEGORY : GENERAL

"I DO HEREBY DECLARE THAT THE FACTS AND INFORMATION GIVEN BY ME IN THE APPLICATION ARE TRUE , COMPLETE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF . IN THE EVENT OF ANY DISCREPANCY IN THE PARTICULARS BEING DETECTED AT ANY STAGE ,MY CANDIDATURE /SERVICE MAY BE CANCELLED/TERMINATED WITHOUT ANY NOTICE."

DATE :

PLACE :

(SIGNATURE OF THE APPLICANT)