MANAV ARORA

+91-7206669930 | aroramanav0570@gmail.com | New Delhi, India | **LinkedIn** – in/manav5

EDUCATION:

Master of Computer Application (MCA)	Guru Jambheshwar University (2023)	61%
Bachelor of Computer Applications (BCA)	Maharshi Dayanand University (2021)	67%
Class XII	JASV High School – CBSE (2018)	72%
Class X	M.G.M Sr. Sec. School (2016)	83.60%

EXPERIENCE :

The DataFlow Group   Noida, U.P. | May 2023 – Present

Senior Associate | IA Relationship and Vendor Management

- Conducting thorough research and providing solutions for complex cases in document background screening.
- Actively engaging with Issuing Authorities building future collaborations & enhancing client interactions.

Airtel Surveillance | IEnergizer   Noida, U.P. | January 2022 – May 2023

Sales Executive & Customer Support Executive

- Identified and met customer needs, providing exceptional services and skillfully handling escalations, resulting in improved customer relations and trust.
- Led and motivated team to consistently achieve their goals, enhancing overall team performance.

SKILLS AND INTERESTS :

- **Software Proficiency** (Salesforce CRM, Lightening)
- **Programming Languages** (C, C++, JAVA, Python, Apex)
- **Data Management and Presentation Tools** (Microsoft Excel, PowerPoint)
- **Designing Tools** (Adobe Photoshop, Canva)
- **AI tools** (Chat GPT, Gemini, Midjourney, etc)
- **Public Speaking** – Talks about environmental and social concerns

PROJECTS :

Salesforce Recruitment Management Application

- Designed/Developed cloud-based Salesforce Application to streamline recruitment processes.
- Manage Job Positions, Candidate Profiles, Skill Sets, Job Applications and Candidate Reviews.
- Simplified the recruitment process, reducing manual efforts and improving overall efficiency.
- Utilized Salesforce Admin components, including
  - **Data Model** (Objects, Fields), **Relationships** (Lookup, Master-Detail) and **Rollup Summary;**
  - **Page Layouts, Record Types, Formula Fields, Reports and Dashboards;**
  - **Security** (Profiles, Permission Sets, Roles, and Sharing Rules);
  - **Validation Rules, Duplicate Rules and Matching Rules;**
  - **Lightning Pages** (Home, App and Record Pages);
  - **Tracked Feed and Field History, created List Views and implemented Actions;**
  - **Data Import Wizard and Approval Processes;**
  - **Flow** (ScreenFlow, Record Triggered Flow, Schedule Triggered Flow)**.**

HONOURS & AWARDS :

- Appreciation certificate for my quality customer service from the CEO of Airtel Surveillance.