



YASH SARASWAT

CONTACT

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📍 Sultanpur, MG Road,
New Delhi

EDUCATION

*Bachelor of Business Administration
and Bachelor of Laws (BBA-LLB)
Renaissance Law College,
DAVV Indore, MP
2019 - 2024*

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Deadline Managment

LANGUAGES

- English
- Hindi

PROFILE

Detail-oriented operations professional with over two years of experience in client management and customer satisfaction. Proven track record in building strong client relationships and enhancing service delivery in fast-paced environments. Adept at problem-solving and cross-cultural communication, with a strong foundation in business and legal principles from a dual degree program. Committed to driving operational excellence and contributing to organizational success.

WORK EXPERIENCE

● Startek

Nexa Maruti Suzuki
Executive Associate

Sep 2020 - Sep 2021

- Managed client relationships, ensuring customer satisfaction through effective communication and issue resolution.
- Collaborated with teams to enhance service delivery, contributing to organizational goals and client trust.
- Developed strong problem-solving and negotiation skills in a dynamic client-facing role.

● InterGlobe Technologies

Expedia Global
Senior Executive

Sep 2021 - Nov-2022

- Engaged with international clients on behalf of Expedia, maintaining strong relationships and addressing inquiries to ensure a seamless customer experience.
- Coordinated with cross-functional teams to resolve client issues quickly and effectively, contributing to high client satisfaction and retention rates.
- Enhanced skills in strategic problem-solving and cross-cultural communication to support a diverse clientele.