

# Yogesh Agrawal

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## CAREER SUMMARY

As a PGDM student specializing in Finance, I see finance as more than just numbers—it's a tool to shape strategies and unlock potential. My passion lies in connecting financial insights with operational excellence to drive meaningful impact. With a curious mindset and a knack for solving complex challenges, I'm ready to bring fresh perspectives to real-world business scenarios.

## EDUCATION

2024-2026	Post Graduate Diploma in Management	Fortune Institute of International Business (FIIB)	CGPA: 7.56
2019 -2022	Bachelor of Commerce	University of Delhi	CGPA:6.97
2018 -2019	Senior Secondary School	D.A.V.R.B. Kedia School (C.B.S.E)	Percent: 91.25%
2016 -2017	Secondary School	D.A.V.R.B. Kedia School (C.B.S.E)	CGPA: 9.4

## INTERNSHIP

### Finance Intern | MKYB and Associates–Ghaziabad | (April 14<sup>th</sup>, 2025 – June 30<sup>th</sup>, 2025)

- Assisted in audit and compliance activities including MOC preparation, TDS analysis, MSME registration, and preparation of financial statements with Tally entries and bank reconciliations.
- Developed educational content on ITR filing, DIN procedures, and international tax systems for client and public outreach.

### Social Intern | AICAPD–Gurugram | (January 2<sup>nd</sup>, 2025 – January 16<sup>th</sup>, 2025)

- Managed stock distribution to adopted schools and maintained accurate inventory records in Excel, ensuring efficient resource allocation and timely updates.
- Collaborated with the tech team to review the NGO's website and prepared a draft with recommendations to enhance content and improve reach.

## WORK EXPERIENCE

### Senior Customer Care Executive | Teleperformance Pvt. Ltd.–Gurugram | (November 2023 – June 2024)

- Resolved complex customer issues and escalations with accountability, ensuring timely solutions and sustained satisfaction.
- Built strong customer relationships by delivering consistent support and fostering long-term loyalty.

### Customer Success Associate | Vertex Cosmos Pvt. Ltd.–Gurugram | (May 2022 – August 2023)

- Managed a 42-member team as Subject Matter Expert, overseeing performance, monitoring quality, and ensuring timely task completion.
- Guided, trained, and supported team members, fostering collaboration, resolving escalations, and ensuring adherence to company processes and service standards.

## ACADEMIC PROJECTS

- Created a report including Dashboard of a company (Maruti Suzuki Pvt. Ltd.), analyzed its financial reports, concluded the position of the company and also gave interpretations on MS Excel.
- Developed an interactive Power BI dashboard for Meraki 2025 to analyze participant data, showcasing demographics, specializations, college rankings, and regional distribution for strategic event insights.

## SKILLS

- Technical Skills: Tally, MS Excel, MS Word, MS Power Point.
- Soft Skills: Leadership, team management, problem solving, analytical thinking, communication, and networking.

## TOOLS

- Well versed with Power BI, R-studio.

## POSITIONS OF RESPONSIBILITY

- Spearheaded the planning and execution of employability-driven events (VFTT, Corporate Master Class, Industry Expert Sessions) to boost student career readiness as Vice President Employability.
- Successfully organized flagship college events including Sports Day (Ranbhoomi), Annual Fest (Samavesh), Farewell, Convocation, Freshers and various campus-wide initiatives.

## EXTRA CURRICULAR

- Secured 1<sup>st</sup> position in South Asian Games (KABADDI).
- TAEKWONDO Black belt holder.
- Global Scaling Challenge 2025 – Secured 19<sup>th</sup> position worldwide by presenting a strategic scaling idea to a US-based company, showcasing strong analytical and business growth skills.