

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 14th, 2025 – June 30th, 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 2nd, 2025 – January 16th, 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 1st** position in **South Asian Games (KABADDI)**.
- TAEKWONDO** Black belt holder.
- Global Scaling Challenge 2025** – Secured **19th position worldwide** by presenting a strategic scaling idea to a US-based company, showcasing strong analytical and business growth skills.