

YASH MEHROTRA

Profile :

Results- driven individual seeking a position in the customer service business with a proven track record of providing great support and satisfaction. Skilled in handling customer concerns and issues , giving personalised solutions , and maintaining a high degree of professionalism. Proven ability to multitask in high-pressure situations while paying attention to detail and quality. I demonstrate proficiency in communication , problem solving , and developing excellent customer connections. Committed to providing excellent service and contributing to the team's and organization's success.

Education:

Year	Qualification	Institute	CGPA
2020-2023	Bsc (Hons) Mathematics	Dyal Singh College , University of Delhi	6.973
2020	XII , ISC	City Montessori School	94.5 %
2018	X , ICSE	St Peter's School	91.8 %

Professional Certifications:

- The Fundamentals of Digital Marketing : **Google Digital Garage**
- Program in Customer Relationship Management BPO Voice : **NIIT Foundation**
- Advanced MS Excel Formulas and Functions : **Udemy**
- Customer Retention Maximise your Sales : **Udemy**

Internships / Work Experience :

- **Maths Tutor** (Self Employed) June'20-Dec'20 (6 months)
 - Taught Mathematics to students from Class 6th to 12th in my neighborhood.
 - Grown my coaching center to 50 children with multiple tutors
- **TuteDude** (Sales and Marketing Intern) Jan'21-March'21(3 months)
 - Was responsible for promoting their courses and bringing leads across various social media platforms.
 - Also handled customer's queries and helped them in better understanding of the LMS (Learning Management System).
- **Hotel Satyam** (Customer Service) April'21-July'21(4 months)
 - Was handling customer inquiries , resolving issues and ensuring guest satisfaction.
 - Also effectively managed reservations, ensuring accuracy and timely follow up.

Achievements :

- Zonal Topper in Astronomy Olympiad in Class 12th organized by NTA.
- ISC (Class 12th) Maths Topper (Scored 100 marks).

Extra Curricular Activities :

- Organized a Blood Donation Camp with the help of an NGO "Aasha".
- During Covid Lockdown period , organized a food donation drive with the help of Volunteers of "Gayatri Dharma Sansthaan".

Key Interests:

- ✓ **Stock Market Investing / Trading** (Particularly Swings)
- ✓ **Reading Mystery Thriller Novels**
- ✓ **Coding (HTML, Python)**: Build a Calculator in Python using various APIs and frameworks

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