

# YASHWARDHAN MANDI

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## SUMMARY

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Dedicated and customer-focused Customer Care Executive with 8 months of experience in providing exceptional customer service support.

## EDUCATION

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### DY Patil ACS College, Pimpri

- Masters in Science, Computer Science  
2022 - 2024
- Bachelors in Science, Computer Science (CGPA 7.70)  
2019 - 2022

### S.N.B.P Jr. College, Morwadi

- Higher Secondary Certificate (61.38 %)  
2019

### Priyadarshini English Medium School

- Secondary School Certificate (81.00 %)

## WORK EXPERIENCE

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### Customer Care Executive - Conneqt Business Solutions

Aug. 2022 - Apr. 2023

- Managed customer tickets in **CRM** system for prompt issue resolution.
- Communicated effectively with high-profile clients via calls and emails.

## SKILLS

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- Excellent verbal and written communication.
- Proficient in CRM software.
- Strong problem solving and conflict resolution.
- Ability to handle high call volumes efficiently.

## SUMMARY

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I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.