Rishab Kalshyan

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Professional Summary

An enthusiastic professional dedicated to continuous learning and exploration. Committed to maintaining a positive and productive environment while applying full focus and effort to ensure tasks are completed with maximum accuracy, effectiveness, and efficiency.

Professional Experience

Associate | EXL Services India Pvt Ltd (11/2025 – 02/2026)

• Delivered high-quality data management and analytical support to streamline business operations.

• Collaborated with cross-functional teams to ensure adherence to client-specific SLAs.

• Utilized process improvement methodologies to enhance workflow efficiency and reporting accuracy.

Executive | Hinduja Leyland Finance (02/2025 – 06/2025)

• Managed a portfolio of financial products with focus on lead generation and conversion.

• Conducted financial health assessments and credit evaluations to mitigate risk.

• Achieved monthly sales targets through proactive market engagement.

Executive | Teleperformance (05/2024 – 08/2024)

• Provided high-level customer support and conflict resolution.

• Documented customer interactions accurately within CRM systems.

• Assisted in training new team members on product knowledge and protocols.

Associate Consultant | TecTree Software Consulting (06/2023 – 11/2023)

• Analyzed business requirements and operational scenarios with clients.

• Defined customer and partner requirements within project constraints.

• Executed project tasks aligned with Microsoft Services processes.

• Identified revenue opportunities and improved customer satisfaction metrics.

Core Competencies

Project Management, Client Relationship Management, Business Requirement Analysis, Market Analysis, Presentation Management, Problem Solving

Education

Bachelor of Business Administration (BBA) – 2023

Institute of Innovation in Technology & Management, New Delhi

Senior Secondary (Class XII) – 2020, Vandana International School, New Delhi

Personal Details

Date of Birth: 14 August 2002 | Nationality: Indian | Marital Status: Single