

# Vanshika Sood

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## EXPERIENCE

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### ZOMATO

Gurgaon

*Zomato Associate Accelerator Program (ZAAP)*

*Customer Delight Associate (Chats, Calls, Emails)*

*September '24 – April '25*

- Delivered efficient, high-volume customer support across multiple platforms (chat, phone, email), ensuring quick and effective issue resolution.
- Improved user satisfaction through consistent communication, empathy, and problem solving in a fast-paced environment.
- Contributed to operational excellence by streamlining support workflows and minimizing response times.
- Strengthened interpersonal and multitasking abilities while gaining hands-on experience with Zomato's internal systems

## EDUCATION

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**Trinity institute of Professional Studies**

**Delhi, India**

*B. Com (Hons.)*

*2021 - 2024*

- Focus: Financial Management, Investment Analysis, Corporate Finance, Financial Markets
- Completed projects on portfolio management, risk assessment, and financial statement analysis •  
Tools: Microsoft Excel, Financial Reporting, Tally

## CERTIFICATIONS

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**Financial Modelling and Valuation – CFI Education**

**Delhi, India**

- Completed an intensive program covering DCF valuation, relative valuation (trading & transaction analysis comps), ratio analysis, forecasting, and sensitivity analysis.
- Built end-to-end financial models for Amazon, including a full DCF valuation, comparable company, and company profile creation using Excel.

**Investment Banking Certification – CFI Education**

**Delhi, India**

- Learned M&A processes, LBO modeling, IPO analysis, and capital raising strategies.
- Gained practical skills in deal structuring, pitch book creation, and transaction execution simulating real investment banking workflows

## SKILLS

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- **Financial Modeling** (DCF, Ratio Analysis, Valuation)
- **Financial Analysis**
- **Investment Banking**
- **Advanced Excel**
- **Accounting** (Journal, Ledger, Trial balance, Balance Sheet, Profit and Loss, Cashflow statement)