

# Yugank Kulshrestha

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## Career Summary

- Client service and operations professional with 1.5+ years of experience in travel consulting and CRM operations. Skilled in customer data handling, booking coordination, reporting, and follow-ups. Seeking an entry-level AML / compliance role where strong attention to detail and process discipline can be applied.

## Education

- Bachelor of Education — Gurugram University  
2023–2025 (Result Awaited)
- B.A. (English Hons) — IGNOU  
2020–2023
- Class 12 - CBSE Board  
GBSSS Sagarpur - 2016
- Class 12 - CBSE Board  
GBSSS Sagarpur - 2014

## Employment History

### ❖ Travel consultant - Route India

*January 2024 - Present*

#### **Roles and Responsibilities:**

1. Handled customer travel queries and booking requests across flights, hotels, and transport
2. Managed end-to-end booking process, including confirmations, changes, cancellations, and refunds
3. Maintained client records, travel documents, and booking databases
4. Generated booking and transaction reports in Excel
5. Coordinated with vendors and clients to ensure smooth travel arrangements
6. Managed high-volume data entry and reservation updates with accuracy

**Achievement:** Maintained accurate booking records while handling multiple client requests simultaneously.

### ❖ CRM Executive - Big5Network

*June 2022 - December 2024*

#### **Roles and Responsibilities:**

1. Maintained and updated lead and customer records in the CRM system
2. Verified incoming lead data and corrected errors or duplicates
3. Followed up with customers via calls and messages
4. Supported email, SMS, and WhatsApp campaign outreach
5. Tracked inquiry status and shared updates with the sales team
6. Prepared daily and weekly CRM reports in Excel

**Achievement:** Improved lead tracking accuracy by regularly cleaning and verifying CRM data.

## Professional Skills

- Customer communication
- Data accuracy & record management
- Follow-up and coordination
- Reporting and documentation
- Process-driven work style
- Team coordination

## Hobbies & Interests

- Travel, documenting, and writing journals.
- Photography and filmmaking, always learning about gears and tools.
- Cooking.

## Computer Proficiency

- Microsoft Excel — data entry, cleaning, filters, lookups
- MS Word, PowerPoint, Outlook
- Google Sheets & Docs
- CRM systems — lead & record management
- Canva — document & visual content creation

## Languages

English, Hindi