

Mukesh

Yamunanagar, Haryana-135001

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INTERNSHIP

Product Support Associate

WNS Global Services Pvt Ltd.

Jan 2025 – Present

- Managed and resolved support tickets using Case Studio, troubleshooting technical issues to ensure timely resolution.
- Worked across multiple LOBs (Line of Business) to provide comprehensive product support and enhance customer experience.
- Consistently achieved high performance targets and received excellent CSAT ratings from users for effective issue resolution.

Summer Internship- Sales and Operations intern

Jun' 2024 – Jul' 2024

Geojit Financial Services Limited.

- Analysed customers investment requirement to suggest them different financial products and services.
- Developed a mindset of consulting and advisory for retail investors.
- Acquired knowledge of different financial products and Services available in the market.
- Gained experience of customer handling.

INDUSTRIAL TRAINING

Investment Banking Program by Ernst & Young

Since Feb' 2024

- M&A Analysis: Gained practical experience in due diligence and evaluation.
- Financial Analysis: Conducted ratio analysis and learned about financial planning and market scenarios.

CERTIFICATES

- Business Valuation by EY (duration 28+ hours) Jul' 2024
- Financial Modelling and Valuation by EY (duration 36+hours) May' 2024
- Advanced Excel Bootcamp Course by EY Mar' 2024
- Python for Data Science by IBM Dec'2023

PROJECTS

Affiliate Marketing

Oct'2023

- Worked as an affiliate marketer of the company Trish Veda Retail for promoting the brand August Biosciences.
- Promoted the products of August Biosciences through social media platforms.
- Successfully achieved the sales target

TECHNICAL SKILLS

Technologies: MS Excel, MS PowerPoint, MS Word, Tableau

Power Skills: Adaptability, Resilience, Punctuality

EDUCATION

Lovely Professional University

Master of Business Administration — Investment Banking and Banking & Finance; 7.45 CGPA

Since Aug' 2023 – Present

Phagwara, Punjab, IN

Mukand Lal National College

Bachelor of Commerce — Percentage: 58 %

2015-2018

Yamunanagar, Haryana, IN

Mukand Lal Public School

Intermediate — Percentage: 76.4%

2014-2015

Yamunanagar, Haryana, IN

Mukand Lal Public School

Matriculation — 7.4 CGPA

2012-2013

Yamunanagar, Haryana, IN