

# Ayush Singh

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## Objective

A dedicated and adaptable Bachelor of Commerce graduate with a strong academic foundation in business principles and practical internship experience in the financial services sector. Eager to secure a challenging entry-level position to apply my skills in client relations, data analysis, and process improvement, while contributing to organizational success and fostering long-term professional growth.

## Education

<b>Bachelor of Commerce (Hons)</b> Jagran College of Arts, Science and Commerce, Kanpur	<b>2022 – 2025</b> CGPA: 7.15 / 10.0
<b>Senior Secondary (Class XII) – CBSE</b> The Model Senior Secondary School, Kanpur	<b>2021 – 2022</b> Percentage: 69%

## Internship Experience

**Summer Intern** **June 2024 – August 2024**  
Bajaj Finserv

- Customer Relationship Management:** Engaged with clients to understand their financial needs and provided tailored product information to improve financial literacy.
- Sales and Pipeline Growth:** Assisted in driving sales by identifying potential customers through proactive outreach and referral programs.
- Business Operations:** Gained practical exposure to financial products and retail lending, improving knowledge of business workflows in the financial sector.
- Collaborative Problem Solving:** Strengthened communication and teamwork skills through daily interaction with cross-functional teams to resolve client queries.

## Core Competencies

- Financial & Business Tools:** Hands-on experience with Microsoft Excel (Data Management), Word, PowerPoint, Teams, and familiar with CRM platforms.
- Customer Service Excellence:** Strong verbal and written communication abilities to effectively resolve complex client queries.
- Operational Support:** Proficient in handling both Voice and Non-Voice communication (Inbound/Outbound calls, Chat, and Email).
- Process Optimization:** Skilled in identifying workflow inefficiencies and recommending improvements for smoother operations.
- Relationship Management:** Adept at identifying upselling/cross-selling opportunities and building long-term client rapport.

## Certifications & Languages

- Communication Skills:** Ranked in the **Top 25%** globally — Test Dome (August 2025)