

YATMANYU RAWAT

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SUMMARY

Results-driven professional with 5+ years of experience bridging law, finance, and client relations across India and Canada. Proven track record in CRM operations, legal compliance, finance and office administration. Skilled in CRM, client retention, and cross-functional coordination with an NCA candidacy in progress.

SKILLS

Technical: Microsoft Excel, Salesforce, Genesys, Asana, Doxsera, UKG Pro, Pipeline, TrustLayer, Microsoft Office 365, Google Workspace, CanLII, Lexis+, Adobe, Generative AI, Prompt Engineering

Professional: Business Analysis, Research and Development, Legal Drafting, Arbitration, Client Relations, Case Research, Office Administration, Proofreading, Customer Retention, Legal Intake, Security and Investment Analysis, Canadian Income Tax Planning, CRM Management, Compliance, Contract Review, Accounting I and II

Languages: English (Native/Bilingual), Hindi (Native/Bilingual)

WORK EXPERIENCE

Customer Experience Specialist

Grandview Lanes | Vancouver, BC | Sep 2024 – Present

- Addressing guest needs, resolving inquiries and successfully hosting and coordinating large-scale corporate gatherings, ensuring guest engagement.
- Handling high-volume inbound and outbound calls, emails and chat requests regarding booking, billing and logistical coordination.
- Supply Control, monitoring stock levels and maintaining accurate records for operational efficiency.
- Conducting cash management, dealing with administrative issues, financing and upholding service quality.
- Working on strategies for customer outreach through social media, events, market analysis and developing new promos.

Inbound Sales Specialist

1-800-GOT-JUNK? | Vancouver, BC | Feb 2024 – May 2024

- Managed high-volume inbound calls serving North American customers across USA and Canada.
- Navigated multiple CRM systems including Salesforce, Pipeline, Genesys, and UKG Pro to support clients and identify referral opportunities.
- Provided email/call support for generating essential documents such as Insurance documents and payment receipts, catering to requests through Trust-layer platform.
- Resolved customer complaints, coordinated with franchises, and managed logistical solutions under tight deadlines.
- Maintained a retention and conversion rate of 65% and above, identifying cross-sell opportunities across product lines.

Client Relations Specialist (Part-Time)

Bhairon Estates | New Delhi, India | Jan 2023 – Feb 2024

- Built and maintained strong client relationships, ensuring consistent satisfaction and repeat business.
- Maintained regulatory compliance and adherence to current real estate industry standards.
- Conducted client meetings, problem-solving sessions, and contributed to business strategy development.
- Led marketing initiatives, presentations, and commercial strategies for holiday home properties.

Legal Researcher

RKP & Associates | New Delhi, India | Jan 2022 – Feb 2022

- Conducted legal research on civil and criminal case transfers, IBC liquidation processes, and corporate compliance matters.
- Researched evidentiary value of affidavits under the Indian Evidence Act and case laws relating to partition suits and property rights.

- Prepared briefing notes on the Personal Data Protection Bill 2019 and conducted comparative analysis of the Bombay and Delhi Stamp Acts.
- Assisted in virtual court hearings and delivered assignments with fast turnaround across all tasks.

Judicial Intern

High Court of Delhi | New Delhi, India | Jan 2021 – Jun 2021

- Assisted Hon. Justice Manoj Kumar Ohri on high-profile corporate, intellectual property, tax, and fraud cases.
- Conducted case briefing, legal research, and detailed note-making during court proceedings.

Expansion Specialist (Part-Time)

Himalayan Habitat | New Delhi, India | Jan 2019 – Mar 2024

- Improved organizational efficiency and ensured goal attainment across multiple departments.
- Implemented cost-effective measures and aligned departmental functions with strategic objectives.
- Drafted, implemented, and evaluated cross-cutting decisions to support long-term organizational growth.

EDUCATION

Post-Degree Diploma in Financial Planning

Douglas College | New Westminster, BC | January 2025 – June 2026

Post-Degree Diploma in Business Law

Douglas College | New Westminster, BC | September 2023 – December 2024

Bachelor of Laws (LL.B)

Faculty of Law, University of Delhi | Delhi, India | September 2019 – December 2022

BA (Honours) in English Literature

Ambedkar University | Delhi, India | September 2016 – December 2019

CERTIFICATIONS & CREDENTIAL

NCA (National Committee on Accreditation) - In Progress