

Yashika Mahajan

+91 9319754544 | yashikamahajan.biz@gmail.com | [LinkedIn](#) | [GitHub](#) | [Zendesk Consulting](#)

EXPERIENCE

L5.AI	Mar 2025 – Present
<i>AI Delivery Consultant & Business Analyst</i>	<i>Hyderabad</i>
– Pioneered Zendesk delivery practice, earning 25+ advanced certifications (Basic, WFM, All Suites, AI and Advanced AI agents, Bots) with 20+ Zendesk, ClickUp, Outreach.ai, Kore.ai, WorkDay, Hubspot certifications and delivering as L5.AI's LinkedIn brand influencer.	
– Delivered 23+ end-to-end clients implementations (17 ClickUp, 6 Zendesk), leading all client requirements and build sessions; optimized operations by 30-40% through multi-platform configurations, integrations (Slack, Teams, HubSpot, etc), and migrations across varies sectors eg. healthcare, manufacturing, SaaS, etc.	
– Engineered comprehensive HR/ITSM/IT solutions for Zendesk Suites with 200+ knowledge articles , reusable playbooks, frameworks and 150+ technical training resources and mentored teams; partnered on SOWs and GTM strategies for partnerships:- Zendesk, (now Outreach, Workday).	
– Developed a robust repository of platform resources and a personal-use integrations linking Zendesk and ClickUp with Teams and LLM , HubSpot APIs to automate workflows and enhance internal efficiency, enabling consistent client delivery.	

INTERNSHIPS

RYM Telecommunication Pvt Ltd	May 2022 – Aug 2022
<i>IT Summer Intern</i>	<i>Delhi</i>
– Automated data cleansing using 10+ AI prompts and Excel, reducing documentation time by 30%.	
– Supported web development and troubleshooting, improving operational efficiency by 20% , inventory accuracy by 5% , and customer satisfaction by 23% .	
Lemon Grass Studios Jun 2021 – Oct 2021	
<i>Research and Client Relations Intern</i> <i>Delhi</i>	
– Conducted market research and lead generation, securing a high-value database of 3,000–4,000 homeowners and contributing to 10+ new project acquisitions .	
– Assisted in design execution by co-coordinating with 4 senior designers, refining 20+ project proposals , and optimizing vendor negotiations even in 2 time zones , reducing procurement cost by 3-7%	

YUMMMO	Jan 2018
<i>Co-Founder</i>	<i>Noida</i>
– Co-Founded a startup delivering over 1,500+ healthy, customized snacking products.	
– Organized 5+ pop-up stores , showcasing participation in 10+ fest /showcasing including exclusive participation at Bennovate 3.0 , awarded a Rs.50,000 course scholarship from Physics Wallah .	

EDUCATION

Bennett University	9.67
<i>Bachelor of Technology (Computer Science Engineering)(SGPA)</i>	

Mother Mary's School	Delhi
<i>10th 12th</i>	<i>81% 80%</i>

PROJECTS

Multi Platform Client Implementation	
Zendesk (ES—WEM—AdvancedAI) ClickUP —AI HubSpot Slack Integrated APP	
– Pioneered Zendesk practice from zero, mastering 15+ certifications , reverse-engineering outdated materials to establish instance provisioning workflows enabling 23+ client deliveries across healthcare, manufacturing, and SaaS.	
– Architected emergency founder demo within 24-hour deadline, configuring upgraded instances and analyzing competitive gaps for Zendesk HR/ITSM pitch; engineered 200+ knowledge articles, playbooks, and ITSM frameworks foundational to company SOW templates and go-to-market strategies.	
– Executed strategic upselling breakthrough during ClickUp shadowing, identifying dual-platform opportunities securing leadership calls; developed resource repository and API integrations (Teams, HubSpot, Slack) optimizing workflows by 30-40% while standardizing multi-platform delivery methodologies.	

Teacher Monitoring Tool

Next.js | Tailwind CSS | React | MySQL

- Engineered a role-based authentication system using **JWT**, ensuring secure access for students and teachers.
- Assembled a responsive user interface using **Next.js** and **Tailwind CSS**, enhancing the user experience for performance tracking.

Placement Prediction Tool

Python | Flask | Machine Learning

- Built a predictive model using **Random Forest** and **Linear Regression**, achieving **90%** accuracy.
- Preprocessed and analyzed **10,000+** student records using **Pandas** and **NumPy**, optimizing the pipeline for faster data handling.

TECH STACK & SKILLS

SAP AI & ML:	AI Agent Development Prompt Engineering Data Pre-processing Backend Integration Data Migration Natural Language Processing Machine Learning (Scikit-learn, TensorFlow) Invoicing workflows ChatGPT/GenAI Implementation Familiar with SAP BRIM modules (CI, SOM).
CRM & CX Platforms:	Zendesk ClickUp.ai Kore.ai Notion Outreach.ai Hubspot Make.ai
Integration & Automation:	N8N Zapier Microsoft Power Automate REST/SOAP APIs Webhooks Custom Integrations Workflow Automation Power BI
Technical Stack:	Python SQL Data Analysis (Pandas, NumPy) AWS OpenCV JavaScript HTML/CSS JSON/XML Database Management Data Migration System Integration Git Tableau Figma Canva Microsoft Office Suite
Business Management:	Tactical Communication Dynamic Stakeholder Management Cognitive & Adaptive Agility Requirements Gathering Process Mapping Agile/Scrum Documentation Training Development

CERTIFICATIONS

NPTEL:	Introduction to Industry 4.0 and Industrial Internet of Things Social Networks
AWS:	AWS Academy Cloud Foundations AWS Cloud Practitioner
CyberSecurity:	Certified Network Defender (CND) Google Cybersecurity Professional
Others:	Zendesk ClickUp Intellectual Property Specialization (University of Pennsylvania) Neural Networks and Deep Learning Google Project Management DevOps, DataOps, and MLOps Basics All Certifications

ACHIEVEMENTS

Academic Awards

- **Winner** of the Bennett University Intercollege Project Showcase **among 550+ projects**.
- Securing place **10+ cse, science** competitions, and 8+ MUNs.

Leadership Roles

- **Founding Vice President** of NSS at Bennett University, managing 500+ volunteers and 15+ events.
- Took up 10+ **Tech** and **Management** roles during 3 years of college in student council, sponsorship team, sports committee and over **10 clubs and chapters**.

Entrepreneurship

- Founded YUMMMO, securing over **1,500 orders** and multiple **corporate clients**.
- Featured in **Zee News** and **Economic Times** for entrepreneurial success.

COMMUNITY IMPACT

- Organized the **largest blood donation** drive at Bennett University by managing logistics for a **1,000+ attendee** camp successfully collecting over **780 units** of blood.
- Led **10+ community initiatives**, including distribution drives for sanitary pads, winter essentials, and food aid.