

MRUNALI CHALKE

HR Operations

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Customer Support & HR professional with 7+ years of experience, recognized for streamlining HR administration processes and enhancing customer service satisfaction through effective relationship management and back-office operations. Proven track record at reputed organizations including Tech Mahindra and Concentrix. Adept at CRM tools, MIS reporting, and MS Office Suite.

Work Experience

Associate – Customer Support

Tech Mahindra Limited | Nagpur

Mar 2025 - Present

- Addressed customer queries and resolved issues promptly and effectively, achieving a resolution rate of 85% and improving customer satisfaction.
- Addressed customer complaints and delivered timely resolution updates, achieving a 85% increase in customer satisfaction.
- Verifying client and new customer details for onboarding and target fulfilment.

Relationship Manager

Avenue Venture Pvt. Ltd. | Nagpur

Apr 2023 - Dec 2024

- Maintained comprehensive records of all clients with high data accuracy.
- Communicated with customers regarding complaints and resolution updates.
- Verified client details and new customer information for onboarding and target achievement.

HR Associates

Real Agri Creation | Nagpur

Mar 2022 - Mar 2023

- Maintained complete employee records including salary, leave, annual targets, and meeting schedules.
- Tracked and updated monthly target achievements across the team.
- Verified employee and candidate details for onboarding and target fulfilment.
- Proficient in MS Office, MS Excel, and MS Word for all HR documentation.

HR Administration

Conviction HR | Mumbai

Nov 2021 - Jan 2022

- Scheduled interviews and assessment tests for shortlisted candidates.
- Collected and verified candidate information, including background checks.
- Verified candidate documents against application forms for onboarding.
- Maintained detailed and accurate records of all candidates and assessment outcomes.

Customer Service Advisor

Concentrix Pvt. Ltd. | Mumbai

Jun 2018 - Jan 2021

- Resolved customer issues, reducing call-back rate by 30% and enhancing customer satisfaction.
- Efficiently handled 100+ customer service tickets daily by multitasking and prioritizing tasks to ensure prompt resolution.
- Internally transferred to the HR Recruiting team in 2020 and coordinated candidate sourcing and interviews.
- Prepared MIS reports, performance evaluations, and recruitment documentation.

Assistant Back Office

Anshul Impex Pvt. Ltd. | Nagpur

May 2017 - Jun 2018

- Reduced time-to-hire by 30% through the implementation of streamlined screening and interview techniques.
- Analyzed complex data and prepared quality reports and back-office documentation.
- Handled inbound calls, addressing customer queries with professionalism.

Education

Datta Meghe Institute of Management

M.B.A. in HR | Nagpur

Radhika Tai Pandav College of Engineering

Computer Engineering | Nagpur

Jupiter Jr. College and High School

H.S.C. | Nagpur

Dinanath High School

S.S.C. | Nagpur

Skills

Hard Skills

Customer Support, MIS Reporting, HR Administration & Recruitment, MS Office / Excel, Email Handling, Back Office Ops, Exit process management, Logistics management, Standard Operating Procedures (SOP) development, HRMS management

Soft Skills

Training and mentoring, Workplace culture building

Languages

- English | Professional
- Hindi | Native or Bilingual
- Marathi | Native or Bilingual

KEY ACHIEVEMENTS

- Reduced customer call-back rate by 30% through effective first-call resolution at Concentrix.
- Reduced time-to-hire by 30% by implementing streamlined screening processes at Anshul Impex.
- Successfully managed 100+ customer tickets daily, demonstrating exceptional multitasking ability.
- Delivered multilingual customer support (Hindi, English, Marathi) across diverse customer bases.
- Maintained zero data discrepancy in client and employee records across multiple organizations.

PERSONAL DETAILS

Date of Birth

31 March 1990

Marital Status

Married

Nationality

Indian

Declaration

All information provided is accurate and complete to the best of my knowledge.

Mrunali Chalke,
Nagpur