



Mayank Patwal

Talent Acquisition Specialist

7838713503
mayankpatwal02@gmail.com
New Delhi, Delhi

SUMMARY

I am committed to developing my talents, gaining new experiences, and making a significant contribution to the success of any firm as a seasoned talent acquisition specialist. I can't wait to get my hands dirty and change the world, whether it's by creating job descriptions that entice top talent, encouraging a culture of ongoing learning and growth, or supporting programs that advance diversity and inclusion.

I am prepared to contribute my experience to your company and propel its development by locating and hiring the greatest personnel available. I have a strategic approach to recruiting and a strong desire to form cohesive teams.

EXPERIENCE

Talent Acquisition Specialist

04/2023 - 06/2024

Kalp Solutions ↗

- formulated and implemented extensive hiring strategies that were customized to meet the unique requirements of different departments, guaranteeing the draw-in of top-notch applicants.
- To find and connect with a varied pool of individuals, a variety of sourcing methods were used, such as social media, networking, and job boards.
- Streamlined hiring procedures, kept up-to-date candidate data, and increased general productivity by making the most of applicant tracking systems (ATS).
- Ensured recruiting decisions were well-informed by doing thorough reference checks to confirm candidate credentials and prior performance.

Customer Service Executive - Client Support Specialist & Relationship Manager

06/2022 - 11/2022

iEnergizer ↗

- Resolved 95% of escalated client concerns within 24 hours, surpassing the company's target of 80%, resulting in a customer satisfaction rating of 4.8 out of 5.
- Maintained solid ties with key clients, resulting in a retention rate of 90% and an increase in repeat business of 15%.
- Utilized various communication channels to engage with clients, including phone calls, emails, and live chat sessions,

leading to a response time reduction of 30% and improved customer feedback by 20%.100%1/1

Social Media Intern | Creative Content Creator & Engagement Specialist

11/2020 - 02/2021

Aprobacian(OPC) Pvt. Ltd. ↗

- Developed targeted digital marketing campaigns for social media platforms, resulting in a 20% increase in user engagement and a 15% growth in website traffic.
- Implemented SEO strategies to optimize content visibility, leading to a 30% increase in organic search traffic and a 25% improvement in keyword rankings.
- gained prodigious work experience during this period.
- Conducted data analysis on social media performance metrics to define content strategy, resulting in a 40% increase in follower engagement and a 10% boost in conversion rates.

EDUCATION

MBA (HRM)

06/2022 - 07/2024

Narsee Monjee Institute of Management Studies (NMIMS) - Post graduation

BBA (Banking and financial market)
Manav Rachna International Institute Of Research And Studies - Graduation

06/2018 - 07/2021

Business/Commerce, General
Kendriya Vidyalaya - Higher Secondary

05/2017 - 06/2018

CERTIFICATES

Mastering YouTube Search Trends and SEO Strategies ↗

Content Marketing and SEO Fundamentals with Eric Enge ↗

Semrush Content Marketing Toolkit Course ↗

International leadership and Organizational behaviour ↗

Business English: Networking ↗

SKILLS

Conflict Resolution
Active Listening and Problem-Solving Abilities
Product Knowledge and Expertise
Continuous Learning and Improvement

Customer Relationship Management
Empathy and Customer Empowerment
Recruitment and Selection
Upselling and Cross-Selling Techniques

LANGUAGES

English

Fluent

Hindi

Native