

Mranali Jain Associate

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📍 Mumbai

Experienced Marketing Professional

With 2 years of experience, I specialize in executing data-driven marketing strategies, crafting impactful content, and optimizing digital campaigns to boost brand visibility and engagement. I thrive in dynamic, creative environments that foster continuous learning and am eager to contribute my expertise while embracing opportunities for growth.

📁 PROFESSIONAL EXPERIENCE

2024 February –
2024 December
Powai, Mumbai

Crisil House, Associate

- Support client relationships, manage data with Excel, and oversee platform operations to enhance client satisfaction and efficiency.
- Excel Operations: Develop and maintain Excel spreadsheets for data analysis and reporting, using advanced functions and automation tools like VBA.
- Client Interaction: Serve as the secondary contact for clients, addressing inquiries, resolving issues, and preparing tailored reports and dashboards.
- Platform Management: Oversee the daily operation and maintenance of digital platforms, ensuring smooth functionality and coordinating with IT for updates and improvements.
- Collaboration: Work with internal teams to align client expectations with business capabilities, participating in project planning and best practice development.
- Process Improvement: Identify and implement opportunities for process automation and enhancement in Excel and platform management, staying updated with the latest technologies.

2022 October –
2023 April
Powai, Mumbai

Wipro, Associate

- Client Interaction: Handle calls, chats, and emails to assist with inquiries, provide information, and resolve issues professionally.
- Issue Resolution: Quickly identify and resolve client problems across all communication channels, escalating complex cases as necessary.
- Record Maintenance: Accurately document client interactions and update information in CRM systems to ensure data accuracy.
- Quality and Efficiency: Adhere to quality standards and performance metrics such as response time, resolution time, and client satisfaction.
- Participate in training and feedback sessions to improve service delivery and process efficiency

2020 July –
2021 August
Powai

TechnoFit Engineers, Tele Marketing Associate

- Outbound Calling: Cold call potential clients and follow up with existing customers to promote products/services and generate leads.
- Sales: Identify sales opportunities, present product benefits, and achieve sales targets by closing deals.
- Customer Relations: Build relationships, handle inquiries, and manage objections effectively to maintain customer satisfaction.

- Reporting & Compliance: Update CRM systems, prepare sales reports, and ensure adherence to telemarketing regulations and call quality standards.

EDUCATION

2022	Bachelor Of Management Studies, Msg-Sgkm Universal College of Arts, Science & Commerce
2017	H.S.C Science, Bunts Sangha's S.M Shetty College of Arts, Science & Commerce
2015	S.S.C, Dominic Savio Vidyalaya

LANGUAGES

English , Hindi , Tullu , Kannada , Marathi

SKILLS

- Excellent communication skills.
- Effectively managed multiple tasks and deadlines, ensuring timely completion of projects and assignments
- Fostered a collaborative work environment by actively seeking input from team members and Integrating diverse perspectives

EXTRA CURRICULAR ACTIVITIES

Worked as a part of NSS team in Bunt's Sangha's SM SHETTY College and being a part of it helped individually as well as in a team and brought prestigious award and name to the college.

HOBBIES

Traveling, Water Sports, Cooking, Playing Casio.

DECLARATION

I hereby declare that all the above information is correct and accurate