



RChilli and Phenom Partner to Provide High-Quality Resume Data to the Recruitment Industry

“The fact that we can work with RChilli as a partner and a company to continuously improve resume data accuracy over time is incredible.

Jim Klien
Sr. Director-Technical Solutions,
Phenom





About Phenom

Phenom is a global HR technology company with the purpose to help a billion people find the right job and discover their true potential. It delivers the Phenom Talent Experience Management (TXM) platform to transform the talent journey from interested candidates to thriving employees to enthusiastic brand advocates while helping HR break the stereotype of being a cost center instead of a revenue generator.

Redefining the entire talent experience through a single platform approach, Phenom's TXM platform provides companies with a unified solution that delivers a Career Site, CRM, CMS, Chatbot, SMS, Internal Mobility & Referrals, University Recruiting, Talent Analytics, and AI. Our platform is built on artificial intelligence (AI), which drives personalization, automation, and accuracy for candidates, recruiters, employees, and management.

[Phenom](#)

Segment: Talent Experience Platform

Requirements


Phenom was looking for a partner who could give them more accurate and high-quality resume data.

Solution

With RChilli [resume parser](#), Phenom can enhance the candidate experience and help recruiters quickly capture high-quality resume data.

Results

- Phenom now delivers better value to its customers
- Enhanced data accuracy
- Boosted candidate and client satisfaction



Customer Speaks

[Watch an exclusive interview with Jim Klien, Sr. Director-Technical Solutions, Phenom, sharing his amazing experience with RChilli.](#)



Top 3 Benefits Phenom Experienced by Using RChilli?

01

Enhanced data accuracy

02

Boosted candidate and client satisfaction

03

Delivered better value to its customers

A Step Towards a Trusted Relationship

The primary challenge for Phenom was **the need for high accuracy and quality in resume parsing** to enhance their AI-driven matching system. They were looking for a partner who could provide high-quality parsing data. The company was clear about its requirements. They checked with many vendors but getting the accurate parsed data was the major challenge.

During their research, they found RChilli who matched their criteria. It has been **seven years** since we are working together and sharing a wonderful journey.

This is how the first step was taken to start this trusted relationship.



Exploring Unlimited Possibilities with RChilli

RChilli provided Phenom with a sophisticated [resume parsing](#) solution tailored to address their unique challenges.

The parser offered **high-quality data extraction capabilities**, supporting a variety of document formats beyond the standard PDF, DOCX, HTML. This flexibility enabled Phenom **to handle resumes from a global talent pool effectively**.

Additionally, RChilli's **multi-language processing feature was crucial for Phenom's diverse client base**, ensuring that language barriers did not compromise data quality.

RChilli's solution seamlessly integrated with Phenom's systems, providing a robust backend support that enhanced the overall functionality of Phenom's AI and machine learning algorithms.

Interesting Facts About RChilli Resume Parser

Up to 90% Parsing Accuracy

Multilingual Support for 40+ Languages*

Allows Seamless Integration

Parses Resumes in Just 300ms

Extracts Data from 200+ Fields





Phenom is Exploring Many Use Cases of RChilli Resume Parser

- **Candidate Experience** - Once a resume is uploaded, the resume parser automatically extracts all information of skills, education, experience, etc from the resume. This helps deliver a better candidate experience.
- **Recruiter Experience** - Recruiters need the ability to upload the resumes in bulk and pull them back into the system with the same type of high-quality data capture.
- **Employee Experience** - Employee experience is similar to candidate experience. The only difference is that they have a profile that they maintain and nurture and they can kick it off with the same resume parsing.
- **Data Migration** - Phenom is also using RChilli when they onboard a new client. All the legacy datasets can now be immediately imported. They can easily complete the process of aligning candidate records with their individual resumes.



Experiencing a Remarkable Change

The collaboration between RChilli and Phenom led to transformative outcomes:

- **Enhanced Data Accuracy:** By utilizing RChilli's resume parser, Phenom achieved significant improvements in data accuracy. This accuracy was vital for effectively populating Phenom's CRM system with reliable data, which in turn improved the matching of candidates to suitable job openings.
- **Improved Operational Efficiency:** The ability to process and parse resumes from various formats and languages efficiently allowed Phenom to scale their operations without compromising on data quality. This was particularly beneficial during high-volume recruitment phases and when onboarding new clients with diverse data sets.
- **Boosted Candidate and Client Satisfaction:** Accurate data parsing enhanced the candidate and client experience by ensuring that job matches were based on reliable and comprehensive data. This not only helped in maintaining high engagement rates but also in building Phenom's reputation as a dependable partner in the recruitment industry.

“Phenom has always invested in its customers, and we are glad to have found a partner like RChilli who is committed to providing customer delight and loyalty.”

Jim Klien
Sr. Director-Technical Solutions,
Phenom



About RChilli

RChilli empowers organizations with AI-driven solutions that automate data tasks, streamline decision-making, and enable HR teams to focus on hiring the right talent faster. Our innovative products enhance recruitment efficiency while ensuring compliance with ISO 27001:2022, SOC 2 Type II, NYC AEDT LAW, HIPAA, and GDPR.

RChilli is available on Oracle Cloud Marketplace and Salesforce AppExchange, and it ensures global accessibility and trusted performance for organizations worldwide

[Get a Personalized Demo](#)

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