

Darshana Rane

A/P Vidyanagar, Tal:Karad, Dis: Satara 415124

Phone No: 9588645153

E-Mail: darshana.3434@gmail.com

Linked In: <https://www.linkedin.com/in/darshana-rane-0528b419a/>

OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization.

EDUCATION

MCA	Government College of Engineering, Karad. Completed in 2021. with CGPA of 8.51
BCA	KOLHAPUR BOARD with 74.00% in 2018
HSC	KOLHAPUR BOARD with 72.46 % in 2015
SSC	KOLHAPUR BOARD with 63.20 % in 2013

WORK EXPERIENCE AND PROJECTS

WORK EXPERIENCE

Software Engineer- Frontend at Exotel Techcom Pvt. Ltd

Duration: 3.9 years

- Designing and implementing responsive and user-friendly interfaces using [HTML, CSS, JavaScript, React, Python etc.].
- Spearheading frontend development tasks integral to chatbot, campaign, and EasyChat development, contributing to the enhancement and functionality of these systems.
- Designing, developing, and testing intuitive user interfaces (UIs) to ensure seamless user experiences across various platforms and devices.
- Leveraging an array of tools including Redux, Git, Postman, and BrowserStack to streamline development processes, conduct UI testing, and ensure optimal responsiveness across multiple environments.
- Collaborating closely with cross-functional teams, including backend developers and UI/UX designers, to achieve unified and efficient integration of frontend elements into complex systems.

INTERNSHIP

- iCodex Publishing Solutions Pvt. Ltd. Pune.
On 4 Month as Trainee- Web Developer.

PROJECTS

- **EasyChat - AI-powered Customer Support Dashboard.**
 - Built dynamic UI components for live chat, message routing, and analytics using **HTML, CSS, Jquery and Js.**
 - Integrated **Generative AI (ChatGPT/OpenAI API)** for automated message suggestions and summarization.
 - Improved agent response time by 30% through UI optimization and real-time state management.
- **Campaign Management System.**
 - Designed and developed campaign creation and tracking modules using **React, REST APIs, and Redux Toolkit.**
 - Conducted UI testing via **BrowserStack** for multi-browser support.

- **AI-Human Harmony: The Future of Customer Engagement.**
 - Developed an advanced **call center web application** integrating **AI and human collaboration** to enhance customer engagement.
 - Built dynamic, responsive UI components using **React JS, Redux, HTML, and CSS** for real-time agent-customer interactions.

SKILLS

- ✓ Good Time Management and Teamwork.
- ✓ Good Communication Skill and Leadership Qualities.
- ✓ Good in Decision Making and Human Relations.

TECHNICAL SKILLS

- **Languages & Frameworks:** React JS, Tailwind CSS, HTML5, CSS3, JavaScript (ES6+), PHP, SQL, Python, Redux
- **AI Tools & Technologies:** Generative AI (ChatGPT, OpenAI API Integration, AI Prompt Engineering)
- **Development Tools:** VS Code, Git, XAMPP, Postman, BrowserStack
- **Design & Prototyping:** Adobe XD, Figma
- **Version Control & Collaboration:** GitHub, Jira

ACHEIVEMENTS

- **Awards & Honors**
 - **Medallion of Honor** Exotel Techcom Pvt. Ltd. (*Q2 FY 2024-25*)
contributions in resolving high-priority customer and VAPT issues across AI products. Leading coordination for timely closure of 100+ critical issues
 - **Tech ++ Poster Presentation Runner Up**
- **Certificates**
 - **Android** conducted by Prygma EduCorp

EXTRA CURRICULAR'S

- **Head of the Quizzer Blast Game**
Aavishkar'20
Government College Of Engineering, Karad.
Achievements/Tasks-
 - Successfully managed National level technical event.
 - Lead team of 35 members.
- **Volunteer in Workshops**
MCA Department
Worked-
 - "Bio-inspired Algorithms in Engineering Optimization".
 - "Machine Learning and Artificial Intelligence".

PERSONAL DETAILS

Permanent Address	A/P Vidyanagar, Tal:Karad, Dis: Satara 415124
Date of birth	November 05 1997
Gender	Female
Language	English, Hindi ,Marathi