Manoj Prabhakar Gawade

MERN Stack Developer

✉ Gawade.manoj7@gmail.com

📞 9637196119   📍 Navi Mumbai

in Manoj Gawade   ⭘ Manoj Gawade

👤 Profile

Skilled and motivated MERN Stack developer. Proficient in building dynamic and responsive user interfaces using React.js.

Strong knowledge of technologies such as HTML, CSS, JavaScript, React, Express.JS, Node.Js & MongoDB.

💬 Skills

`HTML`

`CSS (Bootstrap, Tailwind)`

`JavaScript`   `Express.Js`

`Node.Js`   `MongoDB`

`React (Router, Redux, Forms)`

`SQL`   `Git`

📚 Courses

The Complete 2023 Web Development Bootcamp, Udemy 🔗
Full-Stack Web Developer course with HTML, CSS, Javascript, Express, Node, React, PostgreSQL, Web3, and DApps

💼 Professional Experience

Anur Cloud Technologies Pvt. Ltd.,
Support Engineer 🔗
09/2022 – present | Navi Mumbai, India

- **Technical Support:** Offer technical assistance and support to **SBI Life Insurance** for issues with **Insta PIVC web application.** This includes troubleshooting, identifying root causes, and providing effective solutions.
- **Issue Resolution:** Investigate and resolve software-related issues reported by customers remotely or through on-site visits. This may involve analyzing log files, debugging code, or collaborating with development teams to identify and implement fixes.
- **Collaboration with Development Teams:** Work with software developers and quality assurance teams to communicate customer feedback, report software bugs or issues, and contribute to improving software products. Provide detailed information and insights to help identify and resolve software defects.
- **Escalation Management:** Escalate complex or critical issues to higher-level support or development teams when necessary, ensuring proper communication and collaboration to resolve customer problems efficiently.

Porter - SmartShift Logistics Solutions Pvt. Ltd.,
Inbound / Outbound Advisor 🔗
02/2021 – 05/2022 | Mumbai, India

1. Customer Assistance:
- Assist customers courteously and efficiently, addressing inquiries and requests related to porter services.
- Provide clear and helpful information about available services, pricing, and policies.

2. Reservation Management:
- Handle reservation inquiries, confirmations, and modifications to ensure a seamless customer experience.
- Coordinate with Porter teams to optimize service delivery and meet customer expectations.

3. Issue Resolution:
- Address customer concerns promptly, aiming for swift and satisfactory resolutions.
- Collaborate with other departments to resolve complex issues and improve overall service quality.

4. Quality Service Delivery:
- Uphold high service standards, ensuring a positive and memorable experience for customers.
- Collect and analyze customer feedback to identify areas for improvement and implement necessary changes.

Reliance SMSL Limited, Jio Digital Care Specialist
07/2020 – 01/2021 | Mumbai, India

1. Customer Engagement:

- Professionally handle customer inquiries via phone.
- Provide accurate information about Jio products and services.

2. Issue Resolution:
- Resolve customer issues promptly, ensuring satisfaction.
- Collaborate with teams to address complex problems.

3. Product Knowledge:
- Stay updated on Jio offerings and educate customers.

4. Quality Assurance:
- Adhere to service standards, and collect feedback for improvement.

Wipro Limited, Inbound Advisor

01/2020 – 05/2020 | Mumbai, India

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- Professionally handle customer inquiries via phone.
- Provide accurate information about Jio products and services.

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- Adhere to service standards, and collect feedback for improvement.

🎓 Education

BSc. - Computer Science, Mumbai University 🔗
04/2017

HSC, Maharashtra State Board Of Secondary and Higher Secondary Education, Pune (Konkan Div. Board) 🔗
03/2012

SSC, Maharashtra State Board Of Secondary and Higher Secondary Education, Pune (Kolhapur Div. Board) 🔗
02/2010