

Dhanasasidharan Dhanabal

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Summary

Dedicated and results-driven professional with over 5 years of extensive experience in customer support and operations, demonstrating a proven track record of delivering exceptional service and optimizing operational efficiency. Recently equipped with comprehensive skills in full stack development, adept at leveraging a deep understanding of customer needs to develop intuitive and efficient software solutions.

Combining proficiency in customer relations with technical expertise, I excel in bridging the gap between user requirements and technical implementation, ensuring seamless user experiences.

A quick learner with a passion for innovation, I am eager to transition into a Mern-stack development role to contribute my diverse skill set and drive impactful solutions in dynamic environments.

Experience



Senior Associate

Amazon

Jul 2018 - Oct 2022 (4 years 4 months)

Customer support and Operations



Technical Support Engineer

Sitel Group

Apr 2016 - Apr 2017 (1 year 1 month)



Senior Consultant

Sutherland

Nov 2014 - Oct 2015 (1 year)

Technical customer support and operations

Skills

JavaScript

MongoDB

Git

CSS

Express.js

Node.js

HTML

React.js

Education



Karpagam Institute of Technology

Bachelor of Technology - BTech, Information Technology

2011 – 2014

Murugesan Institute of Technology, Salem.

Diploma in Engineering, Electronics and Communication

2007 – 2010

Diploma in Electronics and Communication Engineering

Vivekanandha Vidhyalaya Matriculation School, Udumalpet.

High School, Matriculation

Licenses & Certifications



Full stack developer - GUVI Geek Networks, IITM Research Park

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JavaScript Specialist Certification - GUVI Geek Networks, IITM Research Park

Issued Nov 2023 - Expires Dec 2033

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