

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

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
92C14b1m78Y35220K7

 **JavaScript Specialist Certification** - GUVI Geek Networks, IITM Research Park
Issued Nov 2023 - Expires Dec 2033
6607r81EY13Bo41v12

Skills

Git • Soft Skills • JavaScript • Cascading Style Sheets (CSS) • HTML • MongoDB • Express.js •
React.js • Node.js • Full-Stack Development