Dhanasasidharan Dhanabal

Udumalaippettai, Tamil Nadu, India

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Portfolio: https://my-portfolio-ddsdharan.vercel.app/

LinkedIn Profile: linkedin.com/in/dhanasasidharan-dhanabal-1089

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)
Technical customer support

Senior Consultant
Sutherland
Nov 2014 - Oct 2015 (1 year)
Technical customer support and Operations

Skills

JavaScript	MongoDB	Node.js
CSS	Express.js	MySQL
HTML	React.js	Git

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 Engneering
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
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