

DHANASHRI KHOPE

✉ khopedhanshri12@gmail.com
☎ +918805650289
📍 Somalwada Nagpur 440025

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

March 2024 - Jun 2024	Frontend development Intern ICEICO Technologies, Nagpur Contribute to the development of responsive web application using HTML, CSS, and JavaScript. Collaborated with the development team to resolve Frontend issues. I also contributed to code review and improved the codebase.
June 2024 - April 2025	Customer Support executive Hexaware technologies Ltd., Nagpur. Managed high volume of inbound calls, chat and emails, followed communication script and process Sops, and identified customer needs to provide solution. Built strong customer relationship, conducted profound investigation, kept accurate records, and attended training to improve performance. Consistency met personal and team goals by engaging customer, clarification, and adresssing issues effectively.

EDUCATION

2022 - 2024	Master of Computer Application (MCA) G H Raisonni college of engineering Nagpur 89 %
2019 - 2022	Bachelor of Computer Application (BCA) Vidya Bharti Mahavidyalaya Amravati 70%

SKILLS

HTML,CSS, JavaScript, PHP and Mysql
CRM systems, Microsoft Word, and Excel.
Communication skills and Time Management.

LANGUAGES

English
Hindi
Marathi

ACHIEVEMENTS

Consistency exceeded customer satisfaction target, resolving over 95% of inquiries on the first contact and improving customer satisfaction by 20% through proactive support and personalized service.

CERTIFICATIONS

Python programming language
Web development

