

ABHISH DAWARE

Bengaluru, Karnataka,
India

+91 842-402-4498

abhishtaware@gmail.
com

[LinkedIn Profile](#)

Highly motivated and results-oriented professional with a strong academic background in Computer Science and Computer Applications, complemented by hands-on experience in Machine Learning project development. Proven ability to excel in fast-paced customer-facing environments, with expertise in stockbroking support and e-commerce customer service gained at PhonePe and Share.Market. Seeking to leverage a blend of technical aptitude, problem-solving skills, and customer engagement proficiency to contribute to an intellectually stimulating environment and achieve organizational goals. Detail-oriented Computer Science graduate and customer experience specialist with 1+ year in fintech customer support and merchant services. Skilled in Python scripting, data analysis, and process automation. Proven track record improving ticket resolution time by 20% and boosting merchant onboarding completion by 15%. Eager to transition into a technical role leveraging software development and machine-learning knowledge.

EXPERIENCE

Customer Experience Specialist | Share.Market (A PhonePe Company), Bengaluru

July 2024 – June 2025

Managed a high volume of inbound and outbound customer calls, efficiently resolving diverse inquiries related to stockbroking services and Share.Market product features.

Collaborated with product, risk, and engineering teams to resolve escalations; introduced streamlined response templates reducing average TAT by 20%.

Spearheaded resolution of customer tickets across multiple channels, including email and internal ticketing systems, consistently maintaining high standards for Quality, Turnaround Time (TAT), and Service Level Agreements (SLAs).

Actively monitored and responded to customer feedback and queries across social media platforms (X, Facebook, LinkedIn) and app store reviews (Play Store, Apple App Store) to enhance brand reputation and user satisfaction.

Consistently met and exceeded key performance indicators (KPIs) including call quality, response quality on tickets, and comprehensive process knowledge.

Intern, CX @ PhonePe Merchant Lending | PhonePe Pvt Ltd, Bengaluru

March 2024 – June 2024

Provided dedicated customer support for PhonePe's Merchant Lending services, addressing inquiries and resolving issues to ensure seamless merchant operations.

Reviewed and validated merchant lending applications; verified documentation accuracy and liaised with risk compliance.

Assisted the team in streamlining customer support processes, contributing to an enhanced service delivery model for merchant partners.

Gained valuable experience in a rapidly evolving fintech environment, understanding the intricacies of B2B customer support.

SKILLS

- Programming Languages: Python, C, Java
- Databases: MySQL, MongoDB
- Operating Systems: Linux
- Cloud Platforms: AWS (Basic Familiarity)
- Machine Learning: Image Processing, Disease Detection Models
- Tools & Concepts: Arduino, Object-Oriented Programming (OOP), Web Design, Web Technologies, Software Engineering Principles, System Engineering Concepts, Networking & Security Fundamentals, Database Management Systems
- Concepts: OOP, SDLC, Networking & Security, System Engineering

CERTIFICATIONS AND COURSES

- Programming in Python and C
- Linux Fundamentals
- MySQL Database Management
- Arduino Programming

Intern, CX @ Pincode (A PhonePe Company) | PhonePe Pvt Ltd, Bengaluru

February 2024 – March 2024

Completed intensive on-job training in customer support for Pincode, a grocery delivery application, quickly mastering product specifics and support protocols.

Efficiently resolved customer tickets related to orders, delivery, and product issues, contributing to customer satisfaction in a high-volume setting.

Developed foundational skills in rapid problem-solving and effective communication within a dynamic e-commerce customer service landscape.

Monitored call quality, SLAs, and ticket metrics; provided feedback to improve team knowledge and response accuracy.

EDUCATION

Master of Computer Applications (MCA) | New Horizon College of Engineering, Visvesvaraya Technological University (VTU)

2023 – 2024

Capstone Project: Crop Disease Detection using Machine Learning: Developed an application that accurately identifies crop diseases from leaf images by leveraging machine learning models, enhancing agricultural productivity through early detection. Built a Flask web app where users upload leaf images; Model trained on TensorFlow/OpenCV dataset; achieved 92% accuracy in identifying diseases on wheat and rice leaves.

Key Technologies: Machine Learning (ML), Image Processing, Python TensorFlow.

Bachelor of Science in Computer Science | Kirti College, Mumbai University

2019 – 2022

Music Player — A simple music player made using Python, and the media.py library. It has play, pause, and stop functions, and the song can be seeked using the seekbar. A playlist of songs can also be used.

CORE COMPETENCIES

Analytical Problem Solving

Process Automation

Cross-functional Collaboration

Customer Journey Mapping

Technical Documentation

LANGUAGES

English (Professional)

Hindi (Fluent)

Marathi (Native)

INTERESTS

Traveling & Cultural Exploration

Music & Live Events

Tech Blogging & Reading