

Background Verification Form

Company name: NL TRANSPORTATION PRIVATE LIMITED

Purpose of Application: NORMAL BGV(EMPLOYMENT)

Applicant's CV

DHANUSH E

Safety & Compliance Co-ordinator

+91-7094109332

dhanushbca111@gmail.com

www.linkedin.com/in/e-dhanush

Bengaluru, India



PROFESSIONAL SUMMARY

Customer Support Specialist with 1.6+ years of experience in handling international and domestic queries via calls and emails. Skilled in first-contact resolution, ticket management, and CRM tools like Zendesk and Salesforce. Strong in technical troubleshooting, customer onboarding, and cross-functional collaboration. Focused on customer satisfaction and open to senior customer support or success roles.

EDUCATION

Bachelor of Computer Applications (BCA)
Periyar University — Salem, Tamil Nadu
2020 — 2023

SKILLS

Customer Relationship Management (CRM)

- Technical Support & Troubleshooting
- Customer Support & Issue Resolution
- Ticket Management Systems (Salesforce, Zendesk)
- Email Management
- Microsoft Office Suite (Excel, Outlook, Word)

Safety & Compliance:

- Vehicle Overall Management
- Hours of Service (HOS) Compliance
- ELD/Omnitracs Troubleshooting
- Netradyne Video Coaching
- Accident & Incident Reporting

Soft Skills:

- Leadership & Team Collaboration
- Problem-Solving
- Adaptability
- Strong Communication & Multitasking
- Shift Flexibility (Open to Night Shifts)

LANGUAGES

- English
- Tamil

PROFESSIONAL EXPERIENCE

Safety & Compliance Coordinator | Sep 2024 — Present
NewLegend Transportation Inc, Yuba City, CA, USA (Remote)

- Delivered 24/7 support to drivers via calls and emails, resolving trip issues, route guidance, and compliance concerns.
- Troubleshoot and assist with ELD/Qualcomm systems, guiding drivers on HOS (Hours of Service) compliance and log corrections.
- Maintain detailed records of all support, training, and disciplinary actions in driver profiles for compliance and audits.
- Manage accident and injury reporting, collect documents, and coordinate follow-ups.
- Monitor critical alerts via Omnitrac and Netradyne, review incident footage, coach drivers, and escalate cases requiring disciplinary action or retraining.

Customer Service Specialist | Oct 2023 — Sep 2024
Think & Learn Private Limited (Bengaluru, INDIA)

- Delivered Level 1 support via inbound calls and email, addressing customer queries on products, services, and technical issues with a 90% first-contact resolution rate.
- Managed CRM systems (Salesforce, Zendesk) to track customer interactions, resolve tickets efficiently, and document resolutions.
- Conducted product demonstrations, onboarding, and troubleshooting to enhance user experience and retention.

CERTIFICATIONS

- Zendesk Customer Service Professional certificate
Certificate Issued by LinkedIn | April 2025

Govt ID #1



Personal Information

| | |
|---------------------------|-------------------|
| Full Name | Dhanush E |
| Former Name / Maiden Name | N/A |
| Mobile Number | 7094109332 |
| Father's Name | Egambaram C |
| Spouse's Name | N/A |
| Date of Birth | 29-07-2003 |
| Age | 21 years 9 months |
| Gender | male |
| Alternative Mobile Number | 8608605536 |
| Aadhar Card Number | 261479998600 |
| Aadhar Card Number | 7094109332 |
| Pan Card Number | ADOPE1145R |
| Nationality | Indian |
| Marital Status | Single |

Permanent Address

| | |
|----------|-----------------|
| House no | 535 |
| Street | Pallavalli post |
| District | Perumapattu |
| City | Tirupattur |
| State | Tamil Nadu |
| Pincode | 635702 |

Current Address

| | |
|----------|-------------------------------------|
| House no | 36 |
| Street | 1st cross Sanjeevani Enclave layout |
| District | Hagadur |
| City | Whitefield |
| State | Karnataka |
| Pincode | 560066 |

LATEST EMPLOYMENT 1

| | |
|--|--|
| I am a Fresher and do not have any prior employment experience | |
| Name of the Employer: | Think & Learn Private Limited (Byju's) |
| Job Location: | Prestige Tech Park, Venus Tower, Block-2C, Kadubeesahalli Village, Varthur, Hobli, Bangalore East Taluk, Bengaluru - 560087. |
| Employee ID: | TNL21931917 |
| Designation: | Customer Success Specialist - Customer Success |
| UAN Number: | |
| From Date: | 29-11-2023 |
| To Date: | 09-09-2024 |
| Name of the Reporting Manager: | Mohan V |
| Manager's Contact No: | |
| Manager's Contact Email: | |
| Reasons for leaving: | Company Shutdown |
| HR Name: | Deeptha AR |
| HR Contact No: | |
| HR Email ID: | separations@byjus.com |
| Last Salary Drawn: | 22000 |
| Position Type: | permanent |
| Agency Details: | |
| Resignation Acceptance | 1 |
| Relieving Letter | 1 |
| Latest 3 months pay slip | 1 |

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EX EMPLOYMENT 2

I haven't done my EX-EMPLOYMENT-2

1

POST GRADUATION

| | |
|--|---|
| I haven't done my Post Graduation | 1 |
| College Name: | |
| College Location: | |
| University Name: | |
| Major / Specialisation | |
| Course / Qualification: | |
| Part Time/ Full Time: | |
| Roll Number / Register Number: | |
| From: | |
| To: | |
| Marksheet | |
| Provisional Certificate / Diploma / Other Certificates | |
| Degree Certificate | |

GRADUATION

| | |
|--|--|
| I haven't done my Graduation | |
| College Name: | Sri Vidya Mandir Arts and Science College, |
| College Location: | Katteri, Uthangarai, Krishnagiri - 636902, Tamil Nadu, India |
| University Name: | Periyar University |
| Major / Specialisation | Computer Applications |
| Course / Qualification: | BCA |
| Part Time/ Full Time: | full_time |
| Roll Number / Register Number: | 20UBCA010 |
| From: | 01-07-2024 |
| To: | 01-07-2023 |
| Marksheet | 1 |
| Provisional Certificate / Diploma / Other Certificates | 1 |
| Degree Certificate | |

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12TH STANDARD

| | |
|---------------------------------|-----------------------------|
| I haven't done my 12th Standard | |
| School Name/College Name: | DOMINIC SAVIO HR SEC SCHOOL |
| School Location: | TIRUPATTUR |
| Board Name/University Name: | TAMILNADU STATE BOARD |
| Major Subjects | MATHS & COMPUTER SCIENCE |
| Course / Qualification: | HSC (+2) |
| Part Time/ Full Time: | full_time |
| Roll Number / Register Number: | 1915631866 |
| From: | 01-06-2019 |
| To: | 20-03-2020 |
| Marksheet | 1 |

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DIPLOMA

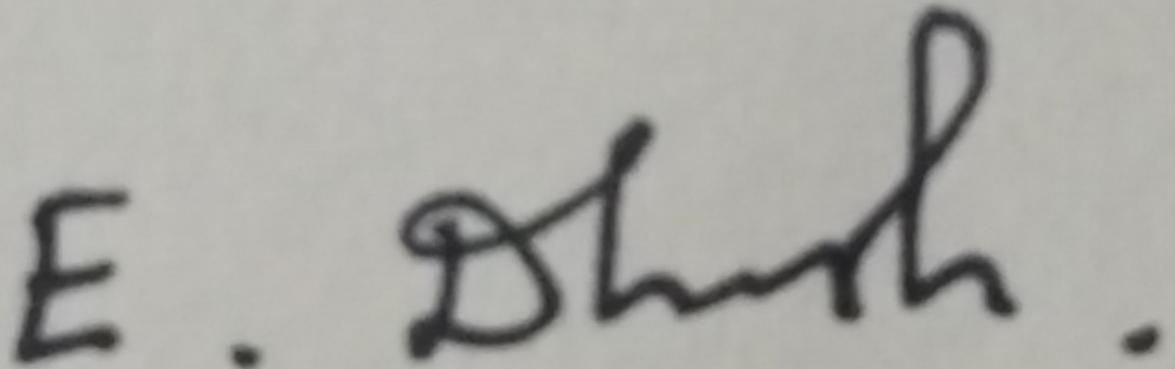
| | |
|--|---|
| I haven't done my DIPLOMA | 1 |
| College Name: | |
| College Location: | |
| University Name: | |
| Major / Specialisation | |
| Course / Qualification: | |
| Part Time/ Full Time: | |
| Roll Number / Register Number: | |
| From: | |
| To: | |
| Marksheet | |
| Diploma Certificate / Other Certificates | |

Declaration and Authorization

I hereby authorize GoldQuest Global HR Services Private Limited and its representative to verify information provided in my application for employment and this employee background verification form, and to conduct enquiries as may be necessary, at the company's discretion. I authorize all persons who may have information relevant to this enquiry to disclose it to GoldQuest Global HR Services Pvt Ltd or its representative. I release all persons from liability on account of such disclosure. I confirm that the above information is correct to the best of my knowledge. I agree that in the event of my obtaining employment, my probationary appointment, confirmation as well as continued employment in the services of the company are subject to clearance of medical test and background verification check done by the company.

| | | | |
|------|-----|------|------------|
| Name | N/A | Date | 01-01-1970 |
|------|-----|------|------------|

Attach Signature.

A handwritten signature in black ink, appearing to read "E. Bhushan". The signature is fluid and cursive, with a large, stylized 'E' at the beginning and a more compact 'Bhushan' following it.

Documents (Mandatory)

| Education | Employment | Government ID / Address Proof |
|---|---|--|
| Photocopy of degree certificate and final mark sheet of all examinations. | Photocopy of relieving / experience letter for each employer mentioned in the form. | Aadhaar Card / Bank Passbook / Passport Copy / Driving License / Voter ID. |

NOTE: If you experience any issues or difficulties with submitting the form, please take screenshots of all pages, including attachments and error messages, and email them to onboarding@goldquestglobal.in. Additionally, you can reach out to us at onboarding@goldquestglobal.in.