

Aman Dubey

Technical Support Engineer — React Web Developer
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PROFESSIONAL SUMMARY

Technical Support Engineer and aspiring Web Developer with **1.5 years of experience** supporting and building web applications using **React, JavaScript, and REST APIs**. Strong expertise in troubleshooting customer-reported issues, reproducing bugs, API validation, and assisting developers with SDK integration. Hands-on experience in frontend development, debugging, and Agile-based collaboration. Highly motivated to grow as a full-stack web developer.

TECHNICAL SKILLS

Frontend Development: React.js, JavaScript (ES6+), HTML5, CSS3, Responsive Web Design, Basic UI/UX Principles

Web Development Concepts: Component-Based Architecture, State Management (basic), Props Handling, Event Handling, API Integration

Chat & Real-Time Technologies: CometChat SDK, Real-Time Messaging, Chat Application Integration

API & Backend Support: REST APIs, Postman, JSON Validation, HTTP Methods (GET, POST, PUT, DELETE), Status Codes

Debugging & Troubleshooting: Issue Reproduction, Root Cause Analysis, Log Analysis, Browser Dev-Tools, Network Inspection

Customer Support & Ticketing: JIRA, Linear, Issue Tracking, Bug Reporting, SLA Awareness, Customer Communication

Version Control & Tools: Git, GitHub, Jenkins (basic CI/CD knowledge)

Databases: MySQL (Basic Queries: SELECT, JOIN, WHERE)

Methodologies: Agile/Scrum, SDLC, STLC

PROFESSIONAL EXPERIENCE

Technical Support Engineer

CometChat, India

April 2025 – Present

- Provided technical support to developers integrating chat and messaging features into React applications.
- Investigated, reproduced, and documented customer-reported issues related to SDK integration and APIs.
- Assisted customers in debugging issues by analyzing logs, API responses, and browser network activity.
- Collaborated with engineering and product teams to escalate bugs and verify fixes.
- Validated real-time messaging behavior across multiple scenarios to ensure expected functionality.
- Created internal documentation and support notes to improve issue resolution efficiency.

Intern – QA / Technical Support

CometChat, India

Oct 2024 – April 2025

- Executed functional and regression testing for web and mobile applications.
- Supported validation of bug fixes and feature enhancements before release.
- Worked closely with developers to understand application behavior and edge cases.
- Gained hands-on experience with Agile workflows and defect life cycle management.

PROJECTS

Real-Time Chat Application – React

- Built a real-time chat web application using CometChat SDK.
- Implemented one-to-one and group messaging functionality.
- Integrated authentication, message delivery status, and real-time updates.
- Consumed REST APIs to handle backend communication and message flow.
- Tested and debugged chat workflows to ensure a stable and reliable user experience.

EDUCATION

Bachelor of Computer Applications (BCA)

Tilak Maharashtra Vidyapeeth, 2024

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.