

# **SUDHA YADAV**

## **Technical Support Engineer**

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## **Professional Summary**

Detail-oriented Technical Support Professional with hands-on experience in troubleshooting web applications, APIs, databases, and frontend systems. Skilled in problem-solving, customer communication, technical documentation, and issue diagnosis. Strong understanding of software development (React, FastAPI, MongoDB) and ability to collaborate with technical teams to resolve user issues quickly and efficiently.

## **Technical Skills**

- Troubleshooting Web Applications, UI/UX Issues
- API Testing: Postman
- Basic Networking: HTTP/HTTPS, DNS, REST APIs
- Databases: MySQL, MongoDB
- Frontend: HTML, CSS, JavaScript, React.js
- Backend Understanding: FastAPI
- Tools: Git, GitHub, VS Code, MS Word, MS Excel, MS PowerPoint
- Soft Skills: Communication, Problem Solving, Report Handling

## **Work Experience**

### **React Developer — Bhoomi Techzone Pvt. Ltd., Noida (June 2025 – Present)**

- Troubleshoot UI and API-related issues during development and deployment.
- Analyzed and resolved user-reported bugs by checking console errors and API responses.
- Worked closely with backend teams to investigate log issues and improve system stability.
- Provided support during product testing and deployment phases.

### **MERN Stack Intern — Techpile Technology Pvt. Ltd., Lucknow (July 2024 – Nov 2024)**

- Gained hands-on experience in web application debugging and issue analysis.
- Worked on API integration and identified common user-side problems.
- Supported development by reproducing bugs and preparing issue documentation.

## **Projects (Support Responsibilities Highlighted)**

### **Cashper – Loan & Financial Management System**

- Troubleshoot user issues in UI and API workflows.
- Validated API responses using Postman and checked data mismatches via MongoDB.
- Coordinated with development team to resolve dashboard-related problems.

### **GhrPlot.in – Real Estate Platform**

- Assisted in resolving property listing issues and UI bugs.
- Supported Admin/Agent users by explaining dashboard features.

**Adorona – Jewellery E-Commerce**

- Investigated and resolved frontend issues for product interactions.
- Performed API/UI debugging to ensure seamless shopping experience.

**Education**

Bachelor of Technology — Bansal Institute of Engineering & Technology, Lucknow (2022–2025)

Diploma — Government Polytechnic Basti (2019–2022)

**Languages**

English — Proficient

Hindi — Fluent