

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
- Ticketing Tools: Jira, Freshdesk, Zoho Desk
- 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 Office
- Soft Skills: Communication, Problem Solving, Report Handling

Work Experience

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

- Troubleshot 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 for loan and insurance modules.
- 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 display issues and UI bugs.
- Supported Admin/Agent users by explaining dashboard features and usage.

Adorona – Jewellery E-Commerce

- Investigated and resolved front-end issues related to product viewing and user interaction.
- Performed API/UI debugging to ensure seamless online 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