

# Ritika Prajapati

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## About

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As a Technical Support Engineer cum Manual Tester, I troubleshoot technical issues and execute detailed manual tests. I collaborated with cross-functional teams to document defects, report issues, and ensure software quality, all while enhancing my troubleshooting and communication skill.

## Education

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**University of Lucknow**, Bachelor of Computer Application Dec 2020 – June 2023

**St . Joseph's Higher Secondary School**, (Higher Secondary) April 2019 – May 2020

## Experience

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**Technical Support Engineer**, Queuebuster July 2024 – Present

- Provided technical support to end-users by troubleshooting software and network issues, ensuring quick resolution
- Documented and tracked technical issues and software defects using issue tracking tools such as JIRA
- Collaborated with development teams to identify and report bugs, assisting in root cause analysis and providing detailed steps for reproduction
- Reported software defects with clear and concise bug reports, including screenshots and detailed descriptions, to assist developers in fixing issues
- Executed manual testing for new builds/releases, validating functionalities against requirement documents.

**Application Support Analyst**, Wipro Aug 2023 – April 2024

- Interaction with clients and internal departments to solve issues
- Monitored system logs and error reports to identify root causes and recommend fixes.
- Provided Level 1 & Level 2 support for in-house software products, resolving client-reported bugs, UI issues, and sync errors.
- Assisted in deploying software patches and updates across client systems.

## Projects

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**Manual Testing of Inventory Management System| TestLink, Jira, Excel**

- Prepared and executed test cases for modules like Login, Product Catalog, Order Placement, and Reports.
- Performed functional, regression, and UI testing across different browsers.
- Logged defects with clear reproduction steps and screenshots; re-validated after bug fixes.
- \* Coordinated UAT testing with internal stakeholders.

**End-to-End Support & QA for SaaS-Based Billing Platform| Jira, Postman, MySQL, Chrome Dev Tools**

- Handled L1 and L2 support tickets raised by clients using the platform.
- Reproduced and documented user-reported bugs in staging environments.
- Performed manual testing of key modules: user management, invoice generation, and reporting.
- Validated database entries using SQL queries to troubleshoot backend issues.
- Created step-by-step solutions and contributed to the internal knowledge base.

## Technologies

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**Languages:** C++, C, Java ,SQL, HTML/CSS, JavaScript, MySQL, SDLC, QA Methodologies

**Tools:** JIRA , Postman, Bugzilla, VS Code, Jenkins

**Testing skill :** Functional, Regression, Integration, System, Smoke/Sanity, UAT