

## Contact

[www.linkedin.com/in/himani-gupta-b6632966](https://www.linkedin.com/in/himani-gupta-b6632966) (LinkedIn)

## Top Skills

PowerPoint

Microsoft Word

Microsoft Office

# Himani Gupta

Looking for Full time job opportunity|MS in Software Engineering  
San Francisco Bay Area

## Summary

Graduated with Masters in Computer Software Engineering from International Technological University, San Jose in August 2019. Experienced System Engineer with a demonstrated history of working in the information technology and services industry. Skilled in SQL, PL/SQL, Java, Javascript, UNIX, HTML/CSS, Tableau, Microsoft Excel, Microsoft Word, and Microsoft PowerPoint. Strong information technology professional with a Bachelor of Technology (B.Tech.) focused in Computer Science and Engineering from Bharati Vidyapeeth College of Engineering, Delhi, India

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## Experience

Apple

Specialist

October 2019 - Present

San Francisco Bay Area

Demonstrate exceptional, consistent and comprehensive knowledge of Apple technology and applications

Provide concrete customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough.

Perform basic troubleshooting procedures on iOS devices and MAC OS Computers

Deliver exceptional customer service while maintaining a high degree of professionalism

Wing AI Technologies

Salesforce Admin Intern

January 2019 - March 2019 (3 months)

Irvine, California

Description: Wing's AI solution connects people to things, products, and services they need - affordably & on-demand - saving customers' time & money.

#### Responsibilities:

Performed analysis of the current account database to help enrich and improve the current database to improve usability of the system.

Managed data elements. Extracted routine data, updated mass data pools and created reports.

Worked with business stakeholders to understand business and system issues, current and future business priorities and reporting needs.

Manipulated data using PLSQL and SQL to ensure data integrity and uninterrupted operational flow

#### Tata Consultancy Services

##### Assistant System Engineer

January 2016 - June 2017 (1 year 6 months)

Delhi Area, India

- Involved in learning the existing ETL tool.
- Worked in Ab Initio software that is used for operating the database of the Walgreens at backend.
- Trained on BIPM (Business Intelligence and Process management) Technologies involving SQL, PLSQL, UNIX, Business Objects, and data warehousing.
- Developed Stored procedures using PL/SQL.
- Used Ab Initio to develop graphs to extract, cleanse, transform, integrate and load data into Data Warehouse.
- Used Remedy for management and resolution of tickets created on production support issues and user requests
- Technical documentation preparation.

#### Amcat

##### Business Analyst

January 2013 - December 2015 (3 years)

Delhi Area, India

- Translated business needs to technical specifications.
- Designed, built and tested SQL scripts for submission to the global data warehouse.
- Maintained and supported a library of US defined business logic and metrics.
- Conducted unit testing and troubleshooting.
- Evaluated and improved existing data outputs for better insight into the company's data.

- Helped develop the vision and overall data rationale of the company.
- Articulated and concisely explained the implications of complex data to senior stakeholders.
- Collaborated with a series of global teams to support the growing global initiative.
- Used master data to consolidate disparate data into unified solutions.
- Created data visualizations and reports for requested projects using the global data warehouse framework.
- Identified new or existing data discrepancies to bolster the companies reporting requirements.
- Developed and updated technical documentation.

## ZigiNY

### Software Developer Intern

June 2014 - July 2014 (2 months)

New York

Description: The project is aimed at developing a tracking application that will track the manufacturing and delivery of all the products. It will track the delivery to the retail stores from the warehouse and to the respective clients.

#### Responsibilities:

- Develop a new feature in the tracking application.
- Update an existing feature.
- Create PL/SQL scripts to clean up the database.
- Develop UI for business Users using ASP.NET (a standalone application).
- Prepare documentation.
- Write Unit tests to test the code.
- Involve in day to day discussions about the new features with the team.

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## Education

### International Technological University (ITU)

Master of Science - MS, Computer Software Engineering , (Transfer Student from Cal State LA) · (2018 - 2019)

### California State University-Los Angeles

Master of Science - MS, Computer Science · (2017 - 2018)

Bharati Vidyapeeth College of Engineering, Delhi, India

Bachelor of Technology (B.Tech.), Computer Science and  
Engineering · (2011 - 2015)

Springdales School, Delhi, India  
High School · (1997 - 2011)