

RUBY GUPTA

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Engineering professional transitioning into Product Management with 6+ years of software development experience and MS in Engineering Management (GPA 3.9). Hands-on expertise in building AI-driven, agentic workflows and automation systems that enhance efficiency, deliver insights, and optimize decision-making.

PROFESSIONAL EXPERIENCE

ACCENTURE - Senior Analyst

India, Jun 2019 - Dec 2021

- Led end-to-end product development for an automated chatbot, reducing new hire onboarding time by 50% and saving 10+ man-hours per employee.
- Managed a team of 4 developers to integrate 5 airlines with Google Flights, achieving 95% on-time delivery.

INFOSYS LTD - Technology Analyst | Senior Systems Engineer | Systems Engineer

India, Feb 2014 - Jun 2019

- Collaborated with stakeholders to gather and align technical requirements, improving project estimation accuracy and reducing change requests and development rework by 10%.
- Delivered end-to-end requirements for AB InBev, standardizing technical infrastructure across 12 locations and 40 distribution centers; supported full SDLC execution for a successful Wells Fargo migration project.
- Mentored 9 new engineers through structured knowledge transfer sessions, accelerating onboarding and improving team efficiency.

PROJECT EXPERIENCE

AI-Powered Chocolate Sales Analysis | Google Apps Script (GAS) + Gemini AI

- Built autonomous AI workflow to analyze sales data and auto-email reports, reducing manual effort by 90%.
- Enhanced business decisions through AI-driven insights and customer sentiment analysis.

Canvas Deadline Nudge Agent | Google Apps Script + Canvas LMS API

- Designed student reminder agent fetching Canvas deadlines and sending Gmail notifications.
- Increased task completion by automating timely nudges and feedback integration.

AI Weekly Update Agent | n8n + Notion + Gemini AI

- Created automation that summarizes weekly AI news via RSS feeds and sends digest autonomously.
- Improved content delivery efficiency by 70% through fully agentic workflow.

Graduation Project | Forecasting & Inventory Optimization (Python, Google Colab)

- Conducted time series forecasting using 3MA and ARIMA models on retail sales dataset.
- Analyzed cost implications of inventory mismanagement (stockouts, overstocking) using industry-standard assumptions for lead times and restocking.
- Delivered insights to help businesses optimize inventory management, reduce costs, and improve service levels.

Product Feedback Dashboard | React, Airtable, Recharts

- Designed a real-time dashboard to transform raw product feedback into categorized insights using sentiment and theme tagging.
- Rapidly developed an MVP dashboard by combining low-code tools and AI-assisted development, enabling fast iteration and stakeholder feedback.

EDUCATION

SAN JOSE STATE UNIVERSITY, San Jose, CA - MS, Engineering Management (GPA - 3.9)

Aug 2023 – Dec 2025

- Customer Experience Optimization: Applied Six Sigma methodologies to reduce restaurant wait times by 20%, improving operational efficiency.
- Product Strategy & Roadmap: Created a detailed project charter based on PMP principles, outlining product scope, objectives, and KPIs.
- Data-Driven Decision Making: Conducted exploratory data analysis on sales data, identifying key business insights.
- Operations Planning: Designed a forecast-based resource and capacity plan.

RAJASTHAN TECHNICAL UNIVERSITY, India- Bachelor of Technology, Information Technology

2009 - 2013

SKILLS

Product Management: Journey Mapping, A/B Testing, North Star Metrics, Cross-functional Teams, Communication, Problem Solving, Collaboration, Decision making, Agile,

Software Development: SDLC, Java, SQL, REST APIs, Python

Tools – MS Office (Project, Excel, PowerPoint), Github, Google Apps Script, n8n, Zapier, Notion, Google AI Studio, Airtable

Certifications - Six Sigma Green Belt Certification, PMP (in progress), Career Essentials in Generative AI by Microsoft and LinkedIn, Agile foundations, Becoming a Product Manager: A Complete Guide