KUMARI NEHA GUPTA

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PROFESSIONAL EXPERIENCE

Graduate Software Developer   11/2022 - 06/2023

Fynd (Shopsense Retail Technologies Ltd.), Noida, Uttar Pradesh

- Accomplished multiple projects for Jio, focusing on refund management for Jiomart. Collaborated with Tira, JMP, and FYND teams, streamlining workflows and ensuring prompt customer refunds. Built strong stakeholder relationships and consistently achieved successful outcomes through proactive issue resolution and post-project evaluations, fostering a collaborative environment.

- Managed refund projects for JIO in Jiomart, Tira, JMP, and FYND. Utilized Python, RestApi, Redis, MongoDB, Kafka, Docker, and Sanic. Implemented RestAPIs, integrated with Redis and MongoDB, utilized Kafka for real-time data streaming, and deployed with Docker for seamless deployment.

- Played a key role in delivering a smooth and reliable refund experience for customers. Ensured prompt issue resolution and customer satisfaction, fostering a collaborative work environment. Collaborated effectively with cross-functional teams to achieve successful outcomes.

Associate Software Engineer   04/2022 - 10/2022

IGT Solutions Pvt. Ltd., Gurgaon, Haryana

- Created multiple chatbots as an Associate Software Engineer, utilizing yellow.ai platform. Applied coding skills and knowledge to develop efficient and interactive chatbot solutions. Collaborated with cross-functional teams to gather requirements and ensure seamless integration of chatbots into various systems.

Robotics Process Automation Developer   07/2021 - 03/2022

IGT Solutions Pvt. Ltd., Gurgaon, Haryana

- Created and trained chatbots using Yellow.AI and LivePerson as an accomplished RPA Developer. Developed interactive and intelligent solutions to enhance customer experiences, consistently delivering impactful results through collaboration and innovation.

EDUCATION

Bachelor of Technology with Honors; Major in Computer Science — CGPA: 7.68

2017-2021

Feroze Gandhi Institute Of Engg & Technology, Raebareli, Uttar Pradesh

- Learned about Operating Systems, Computer Architecture, Microprocessors & their Interfacing, Databases.

SKILLS & ABILITIES

- **Languages :** Python, SQL, Bash

- **Libraries and Frameworks :** Sanic, Tornado, Fast API, Flask, Django

- **Tools :** Kafka, Docker, Redis, Git, Jira, New Relic, Grafana, Jenkins

- **Databases :** MongoDB, MYSQL, Redis

- **Cloud:** AWS cloud and GCP

- **Front End: :** HTML, CSS, Jinja, Bootstrap