Garima Gupta

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Have 10+ years of professional experience working with different industries as a Technical Consultant and Systems Analyst. Experience in delivering data driven custom solutions, team player with excellent communication skills with record of maintaining high level of customer satisfaction.

Summary

- Proficient in leading end-to-end client engagements developing customized solutions in BI and DAM and Cloud Infrastructure space.
- Proficient in Agile and Waterfall project management methodologies.
- Proficiency in Database Reporting/Analytics Tools - PowerBI, Tableau, Cognos, Excel, EasyBI.
- Interaction within many industry verticals (EDA, Oil & Gas, Finance, Government, Life Sciences, Entertainment); specializing in Analytics Business Intelligence software for reporting on infrastructure, resources and software licenses
- Proficient in developing and delivering customized product-training programs using Microsoft Suite – MS Word, PowerPoint, and Visio.
- Specialties – DAM Systems, Business Intelligence Solutions, Cloud Infrastructure
- 8+ years' experience with SQL Server 2008/2012/2014 and Oracle 10x/11x/12x

Technology

Languages	C, Java, JavaScript, T-SQL/PL-SQL, Shell Scripting, Perl
Database Systems	SQL Server 2008/2012, Oracle, MySql, MongoDB
Operating Systems	UNIX (Solaris), Linux (RedHat), Windows Server 2012
BI Tools	Cognos, Tableau Desktop, PowerBI, Excel Macros, EasyBI
PM Tools	MS Project, JIRA, Confluence
Web Development	HTML, CSS, Javascript, NodeJS, Express, React

Work Experience

- **Implementation Specialist**   **April 2018 – Present**
  Responsibilities:
  - Ensure a smooth, productive onboarding process, commencing from proof of concept stage through project closure to full implementation
  - Drive customer onboarding process. Intake interviews to capture requirements, acknowledge concerns, understand constraints and design solutions
  - Technical writing to build business requirement documentation
  - Perform solution design and execute Whispir platform configuration
  - Participate in end to end testing of system implementations to ensure installations are working as expected.
  - Provide customer-specific training on the Whispir platform

- **Technical Project Manager**   **Jan 2016 – Oct 2017**
  North Plains Systems, Bellevue, Washington
  Responsibilities:
    - Work with Northplains DAM customers to research, analyze and propose technical and business solutions based on their business requirements.
    - Direct and manage projects using Agile Methodologies ensuring scope, goals and deliverables are delivered meeting the budget and project timelines.
    - Collaborate with Product development team to create and plan project backlog/sprints
    - Manage multiple clients and projects simultaneously and coordinate with cross-functional teams to remove impediments
    - Assist in development of testing plans, scenarios and scripts and participate in user acceptance testing.

- **Technical Consultant**   **Sept 2011 – Dec 2015**
  North Plains Systems, Bellevue, Washington
  Responsibilities:
    - Involved in all phases of a Digital Asset Management (DAM) implementation project including requirements gathering, design, implementation, testing, end user training, and post-launch troubleshooting and all documentation related to project phases.
    - Providing OS provisioning, installing, configuring, customizing and troubleshooting with enterprise applications in AWS Cloud environment.
    - Extract, interpret and analyze data to identify key metrics and transform raw data into meaningful, actionable information.
    - Built custom dashboards based on the data analysis using EasyBI interface.
    - Applying specialized knowledge of the T-SQL and PL/SQL stored procedures, functions and triggers
    - Proactively identifying problem areas for the North Plains LLC team both technically and procedurally and recommend improvement strategies
    - Data cleansing and migration via large Excel spreadsheets into Enterprise DAM environment.

- **Solutions Developer – Business Intelligence solutions**   **Sept 2009 – Sept 2011**
  Platform Computing, Markham, ON, Canada
  Responsibilities:
    - Interact with the existing and POC customers for requirement gathering, planning and installation of Business Intelligence solution – Platform Analytics.
    - Develop and test extraction, transformation, and load (ETL) processes to cleanse data and make it available for reporting purposes.
    - Develop customized reports using tools like Cognos, Tableau Server, SQL as per customer's requirements.
    - Develop and deliver customized training on-site as well as offsite virtual training.
    - Manage customer escalations related to product and work with Support, Sales and R&D team globally, ensuring timely resolution of issues.

- **Systems Analyst – LSF/HPC products**   Jan **2007 – Aug 2009**
  Platform Computing, Markham, ON, Canada
  Responsibilities:
    - Engage customers and partners in planning and preparation of cloud environments.
    - Working with Development, QA, Release and IT teams to determine the root cause and develop hotfix/workaround for critical customer issues

- Manage technical aspects in pre/post sales conference calls.
- Preparing tools (scripts, programs) for Data collections, Recovery and Disaster situations.
- Manage Linux/Windows support lab using VMWare,

<u>**Education**</u>

- Full Stack Coding Bootcamp   **Aug 2020 – Mar 2021**
  University of Washington
- Master's in Computer Science (Specialization – Cloud Computing)   **Jan 2004 – Sept 2006**
  University of Windsor, ON, Canada
- Bachelor of Computer Applications (Honors)   **Sept 1999 – Jun 2003**
  Devi Ahilya University, India