

Chloe Huang (U.S. Citizen)

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EXPERIENCE

City and County of Honolulu, Department of Information Technology

October 2024 - Present

Computer Programmer II

- Develop and maintain backend databases and automated data workflows supporting 26 city departments, including licensing, payment, and parks systems handling 1B+ records.
- Design and execute complex SQL queries to extract, filter, and aggregate data across multiple city departments, reducing query response time by 25%.
- Build automated validation pipelines using Python, MongoDB, JSON, and reusable SQL queries, reducing testing time by 15%.
- Troubleshoot production issues and resolve 1,000+ data inconsistencies across multiple environments while supporting reliable cross-department system operations.

Capgemini

February 2023 - January 2024

Senior Software Engineer under NGT Management Trainee Program (Remote)

- Developed enterprise contact center solutions for a top Wall Street client using Salesforce CRM and Genesys Cloud CX.
- Built and optimized SQL queries to clean and migrate over 10,000+ data files across systems using Vortex while documenting files and categorizing them on a task management site.
- Collaborated with cross-functional teams to define data specs and support integration of SaaS products, and designed a UI prototype for a business partner based on Business Requirements Documents (BRD) and interdepartmental communications.
- Broke down high-level product requirements and defined a vision for a front-end product Deployed 14 new versions of Feith Systems platforms, increasing system efficiency by 10% and enabling faster access to operational data.

Capgemini

February 2022 - February 2023

Software Engineer under NGT Management Trainee Program (Remote)

- Configured and optimized 6 Salesforce Contact Center chat REST API features and Omni-channel queues in Agile Scrum environments, improving workflow efficiency and system scalability.
- Created user guides and presentations translating 12 technical functionalities into clear training materials for 8 business teams.

PROJECTS

OpsIQ AI Ticket Triage (<https://github.com/chloehuang2021/opsiq-ticket-triage>)

2026

- Built a full-stack ticket triage application using Angular, Spring Boot, and PostgreSQL to streamline ticket intake, tracking, and resolution workflows.
- Developed 6 RESTful APIs for ticket creation, retrieval, deletion, AI analysis, and status management across 3 workflow states.
- Implemented an AI-powered triage engine that automatically generates ticket categories, priorities, summaries, and recommended next steps.
- Created a dashboard displaying 4 operational metrics and interactive search, filtering, and sorting to improve ticket workflow visibility.

EDUCATION

Hawai'i Pacific University, Honolulu HI

2016 - 2021

Dual Bachelor's Degrees: B.S. in Computer Science and B.A. in Political Science

Cum Laude | GPA: 3.52

Leadership: Student Government President — Led a 20-member team and managed a \$41K budget.

SKILLS

Languages: Java, Python, SQL, TypeScript, JavaScript, HTML/CSS, Swift, MQL (MongoDB Query Language)

Frameworks & Technologies: Angular, Spring Boot, Node.js, Salesforce, Dialogflow, SwiftUI

Databases: PostgreSQL, Microsoft SQL Server, MySQL, MongoDB, Oracle Database

Developer Tools: GitHub, Visual Studio Code, Xcode, Netlify

Collaboration & Project Tools: Jira, Confluence, Pivotal Tracker