

ARPITA BALI

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EDUCATION

Indiana University, Kelley School of Business, Bloomington, IN May 2019

Master of Science in Information Systems

- Certificate in Business and Technology: Completed courses in Finance, Accounting, Strategy, IT in Business, Systems Modeling and Design, and Database Management with a GPA of 4.00/4.00

Manipal University, Manipal Institute of Technology, Karnataka, India June 2016

Bachelor of Technology in Computer Science Engineering

GPA 3.82/4.00

- Editorial Head, Student Entrepreneurship Cell: Directed marketing events to recognize student entrepreneurs in the university which resulted in the incubation of 3 new student startups

EXPERIENCE

CenturyLink, Bengaluru, Karnataka, India June 2017 – May 2019

Software Developer

- Revamped legacy monolithic architecture to next generation microservices architecture which reduced software maintainability cost by 30%
- Developed *CenturyLink SIMPLE*, a small business telecom solution which created a new revenue stream from 1.6 million small business customers across the United States
- Implemented a federal project - *UCaaS*, which is used by 450 Senate offices in all 50 US states and has generated revenue of roughly \$26 million
- Analyzed and optimized existing PL/SQL scripts, refactored code base and identified memory leaks, improving product effectiveness by 20%
- Improved average time for defect fixes by 40% via CI/CD pipeline implementation in GitHub
- Led an induction program for new employees where I provided knowledge transfer to 7 new team members and conducted 3 technical training sessions
- Recognized with 3 spot awards for driving customer experience, taking module ownership and for resolving complex project defects

Dell Software, Hyderabad, Telangana, India

Associate Software Developer

August 2016 – February 2017

- Enhanced Dell's data backup and disaster recovery solution – *Dell DR series* by optimizing data duplication techniques
- Fabricated an authentication solution that enables customers using Windows OS to be able to use Dell's UNIX based DR application which helped expanded the customer base for the application

TECHNICAL

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- Programming languages: Java, HTML, CSS, JavaScript, Python, C, SQL, PL/SQL
 - Software tools: Microservices, RESTful web services, Spring Boot, MongoDB, MySQL, Hibernate, Node.js, Express.js, Git, Flask, UNIX OS

ADDITIONAL

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- Volunteered with large animal rescue center of CUPA to rehabilitate stray animals
 - Supported Green Trails initiative to eliminate 1500 kilograms of waste in the Himalayas
 - Attained a scholarship for undergraduate studies designed for Innovation in Science in 2012
 - Certified in water adventure sports from the Department of mountaineering in India
 - Excelled in 2 high altitude Himalayan treks above 3700 meters in a team of 20 people