# ARPITA BALI

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## EDUCATION

**Indiana University, Kelley School of Business**, Bloomington, IN          December 2020
*Master of Science in Information Systems, Concentration in Digital Enterprise Systems*          GPA **3.78**/4.00

- **Certificate in Business and Technology:** Completed courses in Finance, Accounting, Strategy, IT in Business, Systems Modeling and Design, and Database Management with a 4.0 GPA
- **SAP S/4 HANA Configuration project:** Designed and configured SAP system for implementing procurement, production, fulfilment, managerial and financial accounting business processes
- **Deloitte Capstone project:** Conceptualized a Single View of Customer implementation strategy for a retail client through a 16-week capstone project with Deloitte Consulting to enhance digital marketing efforts

**Manipal University, Manipal Institute of Technology**, Karnataka, India          June 2016
*Bachelor of Technology in Computer Science Engineering*          GPA **3.80**/4.00

- **Editorial Head**, Student Entrepreneurship Cell: Directed marketing events, resulting in 3 new student startups

## EXPERIENCE

**HOPE Project, Kelley School of Business, IU,** Bloomington, Indiana          May 2020 – August 2020
*Technical Team Lead, Pro Bono consulting to support small businesses impacted by COVID-19*

- Led 2-3 member IU student teams to develop IT strategies for digitally enabling 6 local businesses
- Drove engagements with clients, project management and technical teams to deliver business requirements

**Massachusetts Institute of Technology,** Bloomington, Indiana          July 2020 – August 2020
*MIT Superminds Summer Researcher, MIT Center for Collective Intelligence*

- Developed 3 innovative business use cases to help construct the MIT Supermind Design Library

**Deloitte,** Bloomington, Indiana          July 2020 – July 2020
*Technology Summer Associate, Deloitte Consulting*

- Addressed the anticipated strategic moves for the Oil and Gas industry through the intern business challenge

**CenturyLink,** Bengaluru, Karnataka, India          June 2017 – May 2019
*Product Engineer, Voice and Unified Communications*

- Revamped legacy architecture to microservices by collaborating with cross-functional teams, gathering requirements, and prioritizing feature development, achieving 3 major and 8 minor product releases
- Facilitated design, development, and deployment of a small business telecom software product, creating a new revenue stream from 1.6 million small business customers across the US
- Analyzed and optimized existing SQL scripts, refactored codebase and identified memory leaks, improving enterprise 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 to train 7 new team members by conducting 3 training sessions
- Recognized with 3 awards for driving customer experience, taking ownership, and resolving complex defects

**Dell Software,** Hyderabad, Telangana, India          August 2016 – February 2017
*Associate Software Developer, Data Protection*

- Enhanced data deduplication algorithms allowing faster data backup on Dell's backup devices
- Identified and addressed customer pain points by creating an authentication solution that enabled customers using Windows OS to be able to use Dell's UNIX based DR application

## SKILLS

- **Programming languages:** Java, HTML, CSS, JavaScript, Python, PHP, C, C++, SQL
- **Software tools and frameworks:** Microservices, RESTful web services, SOA, Alteryx, SAP S/4 HANA, Spring Boot, MongoDB, MySQL, Hibernate, Node.js, Express.js, Tableau, Docker, MS Project, GitHub, Jira
- **Certifications:** AWS Certified Cloud Practitioner
- **Business:** Project management, Risk analysis, Business impact analysis, Customer success strategy, Cloud strategy, IT strategy, Design thinking, Business process management