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:** Developed a Single View of Customer implementation strategy for a retail client through a 16-week capstone project with Deloitte Consulting in Spring semester

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

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
- Explored current trends and business use cases in Cloud strategy, Analytics and AI technology

HOPE Project, Kelley School of Business, IU, Bloomington, Indiana   May 2020 – July 2020
Volunteer 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 agile project management and technical teams to deliver client requirements

CenturyLink, Bengaluru, Karnataka, India   June 2017 – May 2019
Software Engineer
- 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 SQL scripts, refactored code base 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
- Enhanced data deduplication algorithms allowing faster data backup on Dell's backup devices
- Created an authentication solution that enabled customers using Windows OS to be able to use Dell's UNIX based DR application, thereby expanding the customer base for the application

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