

ARPITA BALI

321 E 14th St, Apt I9 | Bloomington, IN 47408

baliar@iu.edu | (812) 361-5057 | www.linkedin.com/in/arpitabali/

EDUCATION

Indiana University, Kelley School of Business, Bloomington, IN December 2020
Master of Science in Information 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, fulfillment, managerial and financial accounting business processes
- **Deloitte capstone project:** Completed a 16-week Spring semester capstone project with Deloitte Consulting to develop a Single View of Customer implementation strategy for a retail client

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 to recognize student entrepreneurs in the university which resulted in the incubation of 3 new student startups

EXPERIENCE

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

- Participated in a business challenge to address the anticipated strategic moves for the Oil and Gas industry
- Explored current trends and business use cases in Cloud strategy, Analytics and AI technology

Kelley School of Business, IU, Bloomington, Indiana May 2020 – July 2020
Volunteer Team Lead, Small businesses impacted by COVID-19

- Led 2-3 member IU student teams to develop an IT strategy for digitally enabling local businesses
- Delivered digitalization projects in 2-week sprints for 5 small businesses based out of Indiana
- 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 enables customers using Windows OS to be able to use Dell's UNIX based DR application which helped to expand the customer base for the application

SKILLS

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- **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, Git, Jira, AWS
 - **Business:** Project management, Risk analysis, Business impact analysis, Customer success strategy, Cloud strategy, IT strategy, Design thinking, Business process management