

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**

- **MSIS Graduate Assistant:** Conceptualized cloud computing course material and developed roadmap for massive online delivery of Cloud Computing and IT Architecture courses for 120+ graduate students
- **SAP S/4 HANA Configuration project:** Designed and configured cloud-based SAP system for implementing procurement, production, fulfillment, managerial and financial accounting business processes
- **Deloitte Capstone project:** Created a customer-centric implementation strategy and roadmap 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
Team Lead and Solutions Architect, Pro Bono consulting to support small businesses impacted by COVID-19

- Led 2-3 member IU student teams to develop scalable IT solutions for digitally enabling 6 local businesses
- Tracked solution progress, evaluated risks, developed mitigation strategies to deliver 6 client requirements in 2-week sprints by closely collaborating with project stakeholders, project management and core technology teams to address client business needs

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

- Deployed microservices architecture by collaborating with agile cross-functional teams, gathering requirements, and prioritizing feature development, achieving 3 major and 8 minor product releases
- Facilitated design, development, and deployment of an SMB telecom software product, creating a new revenue stream from 1.6 million small business customers across the US to meet SMB client requirements
- Analyzed and optimized existing SQL scripts, refactored codebase and identified memory leaks, improving enterprise product effectiveness by 20%
- 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

- Identified and addressed customer pain points by conceptualizing and developing an authentication solution that enabled customers using Windows OS to be able to use Dell's UNIX based DR application

SKILLS

- **Certifications:** AWS Certified Cloud Practitioner, Azure Fundamentals (*In Progress*)
- **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
- **Business:** Agile project management, Risk analysis, Business impact analysis, Customer success strategy, Cloud strategy, IT strategy, Design thinking, Program management, Business process management