

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 4.0 GPA

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 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 which involved providing knowledge transfer to 7 new team members and conducting 3 technical training sessions
- Recognized with 3 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 Disaster Recovery series*, by optimizing data duplication techniques
- 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

TECHNICAL

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

ADDITIONAL

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- Volunteered with a large animal rescue center 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 with a team of 20 people