Arpita Bali

Product Management | baliarpita@gmail.com | Chicago, IL | (812) 361-5057 | LinkedIn

Professional Summary

Product manager with 7+ years of experience spanning product strategy, roadmap planning, development, & execution. Certified scrum product owner with proven ability to collaborate with cross-functional teams to deliver SaaS products

Relevant Experience

Senior Management Consultant | Deloitte Consulting | Chicago, IL   Jun 2023 – Present

- **Product Manager – Alpha Data Platform Product Launch, State Street**
  - Led product delivery for the 1st B2B enterprise customer, maintaining quality & reducing post-launch issues by 50
  - Built unified Jira backlog for 3 orgs, improving XFN collaboration & feature prioritization across 4 phased launches
  - Facilitated workshops for 100+ change requests & instituted recurring demos to facilitate faster decision-making
- **Product Strategy – Investment Performance Roadmap, T. Rowe Price**
  - Devised a 3-year roadmap to transition 19 legacy systems to FactSet, supporting 30% cost reduction business goal
  - Prioritized 30+ initiatives to manage product dependencies & maintain performance data distribution for 5+ teams
  - Secured $5M+ executive funding for roadmap execution, maintaining continuity of investment performance data

Management Consultant | Deloitte Consulting | Chicago, IL   Jan 2021 – Jun 2023

- **Product Technical Program Manager – Consumer Products Reliability, Meta**
  - Defined OKRs with 20 org managers to address key issues impacting infra SLAs & reliability for consumer products
  - Partnered with 3 engineering orgs to launch reliability dashboard & tooling to align on infra-wide strategy/metrics
  - Designed processes to analyze 180+ incidents & initiated SEV prevention feature, reducing ~150 recurrences
- **Product Manager – Credit Card Disclosure User Experience, Capital One**
  - Led discovery with 15+ cross-functional teams to improve disclosures user experience across retail & online
  - Identified & addressed root cause for 4 recurring pain points in disclosures, facilitating 99% Reg Z compliance
  - Owned & managed Jira backlog for 15-person dev/test team, driving alignment across customer journey flows
- **Product Strategy – Google Pay Product Strategy, Sterling National Bank**
  - Defined MVP scope & feature roadmap for Plex integration, allowing for 2x expansion in digital banking markets
  - Mapped 50+ user journeys & API flows for Google Plex integration, enabling embedded banking via Google Pay
  - Created demo criteria & product capability matrix to align C-level exec stakeholders on build vs buy decisions

Additional Experience

Product Developer | CenturyLink | Bengaluru, India   Jun 2017 – Jun 2019

  - Delivered a SaaS product via API-first microservices architecture to expand market share to 1.6M SMB customers
  - Accelerated software product's time-to-market by 20% through adoption agile development practices & CI/CD

Education

Master of Science in Information Systems, Kelley School of Business, Indiana   Graduated: Dec 2020
Bachelor of Engineering in Computer Science, Manipal University, India   Graduated: Jun 2016

Skills & Certifications

Tools & Skills: Jira · Asana · MS Visio · MS Project · Figma · Miro · PowerBI · SQL · Agile · Project Management
Certifications: Certified Scrum Product Owner (CSPO) · Azure AI · AZ-900 · FinOps Certified · PMP Trained
Sales Pursuits: Multimodal AI prototype (OCR + NLP summarization) to reduce manual review work by 20%
Project: Conducted customer interviews to validate needs & competitor research for a D2C personal finance product