**Arpita Bali**

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# 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