

# Arjun Bali

Apr-2022 - Present

## **Technical Program Manager, Deutsche Telekom Digital Labs, Gurugram**

- Solving Business Problems for Target Market Europe (14 countries), Size 48 Million Customers.
- AI Driven Product Management, Program management using Scaled Agile Framework (SAFe), Scrum Ceremonies, Value Stream Management, Information Security Management, Release deployments through SAFe, Data privacy management, for cross functional projects in the T-Mobile product portfolio. Across business functions: Broadband Services, OTT – TV, Self-Help Telecom Apps, Security - Information Security and Data Privacy Policies, User Authentication Services.
- Collaborating across cross-functional and dependent teams: DEVs, QAs, Team Leads, HODs, SDEs, System Architects, Platform Engineers
- Solving business problems
  - Product Management – Creative problem solving, AI tools – LLMs Commoncrawl, encoder decoder, Data Correlation and Regression Graphs for Capital Markets - High frequency, Algorithmic, Mathematical
  - AWS – S3 bucket policies for websites, mobile applications, data lakes, enterprise applications, big data analytics, storage classes, storage management, access management, Lambda object, AWS CloudTrail, server access logging, keys
  - Customer facing Apps – Self-help Telecom apps, OTT – TV App, Home Broadband App, Service Center App, Transcribing customer service voice chats to text by using AI tools
  - Tools used with AI: ChatGPT, Secondbrain (sales and customer service), Descript (video editing), Clickup, JIRA, SEO.ai, Writer.ai, Algofox
  - Code Merge Strategies, Automation Suite tracking, Sprint Planning
  - Data Categorization - Data categorization e.g. From a set of 1000 parameters of data, we choose 10 sub-parameters to represent the dataset in data processing agreements between Controller Country of data and Processor country of data

- Data Transfer Impact Assessments, Risk categorization and monetization based on data exposure as Encrypted, Non-Encrypted, Plain text, Persistent, Not Persistent
- Studying and adhering to policies for Compliance: Architectural Design, Platform Engineering, Legal and Regulatory, Encryption, Incident Alerting, Business Continuity and Disaster Recovery, Data Backup strategy,
- Architectural know how, component interactions based on Business flow changes
- Code Merge Issues, Code Remap strategies, Automation Suites
- Dev Sprint Planning, Product Team planning, Deployment Planning
- Internal and External Audit Planning and Execution – Capability mapping, UX Testing, Backend testing, Authentication setup
- Data Retention Agreements
- 2FA Sign ins for increased security: we recommend certain approved methods.
- Business Continuity and Disaster Recovery – Backup strategies for data assets
- Data encryption at rest/in transit
- Technical Baseline Security compliance
- Acceptance Criteria from Product planning
- Product User experience testing
- Vulnerability Scanning and reporting, Penetration testing
- PII Data categorization and policies for exposure/encryption
- GDPR Compliance (General Data Processing Regulation)
- Bug Tracking, Sprint Planning
- Other Tools Used: Checkmarx, JIRA, Marvel, Figma, AI x coder, Power BI, Excel, Word, OneNote, Adobe Photo Studio

## PREVIOUS EXPERIENCE

Jan 2022 - Apr-2022

### **Product Manager, Techjockey Infotech Private Limited, New Delhi**

Managed E-commerce store, Online and Offline Sales and Marketing Initiatives (Radio, Print, SMS, Call centre IVR Software), Product user stories creation, Bug tracking with Developers, DevOps teams. Tools used - Google Analytics, JIRA, Clickup, Power BI, ChatGPT, Bit.ly, Draw.io, Canva, Clevertap, CBIS India, Microsoft Clarity, CRM SEO Optimization - Content Creation, Backlinking, Keyword Analysis Agile- Sprint planning, Goals, Project start and end date planning

Jan 2021 - Jan-2022

### **Product Development Manager, Intex Technologies, New Delhi**

Conceptual and Product User features Development – Home Appliances, IOT Devices, Gaming Hardware, Healthcare machinery for doctors  
Procurement Management, Customs duty management, Marketing Initiatives – SMS, Radio, Print, Sales Management, Stakeholder Management in China, Distributor Management, Decision maker in contract negotiations with Manufacturers, Hardware Import policies management  
Tools Used: Line, Excel, Word, SAP, OneNote, PowerBI, bit.ly, Canva, Figma

May 2018 - Jan 2021

### **Product and Sales Manager, Redington Middle East, Dubai**

Procurement Management – Microsoft, Lenovo, Acer, MSI Laptop Brands.  
Decision Maker of how much stock to order, Ageing stock management,  
Financial and Chartered Accounting - Manufacturer and Buyers, Credit Notes for Buyers, Revenue growth Target setting, Calculating Metrics: DIO, DSO, ROCE. Tools: SAP for Inventory, Excel, Salesforce, MS Office Suite - Pivots, Macros, Prezi. Distributor Management, Sales Management, Area Sales Management. Skilled in formulating Product Lifecycle from development to End of Life, Procurement decisions – SKUs of Laptops with modified requirements, Corporate Hardware requirement fulfillment with OEMs, Market Researcher ability to relate external factors to Business sense  
Experience in formulating Go To Market (GTM) strategy and growing New and Traditional marketing channels.

Jul 2014 -Jan 2017

### **Senior Analyst, PriceWaterhouse Coopers (PwC) Big 4**

Experience in Risk Assurance and Internal Audit – Industries – Telecom, Mobile OEM (Samsung), Coca Cola, HT Media

Field Audits, Checklists, Monetary Penalties for franchisee-subsiary default in stock, billing fraud.

Excellent communicator and negotiator, skilled in winning, retaining and growing new customers, building lasting and trusting partnerships, and ensuring end-to-end customer satisfaction.

Risk Assurance team – Internal Audit, Team lead, Training New recruits  
Completed Projects in FMCG, Electronics, and Telecom Sectors. Field research to support data analysis, project report presentations, Financial and Chartered Accounting, analyzed financial discrepancies between subsidiaries and parent company, Part of the Forensic Accounts team, against fraudulent practices of client subsidiaries e.g. Coca-Cola Tools –Excel, cross-referenced Macro, Prezi PPT

Process Ideation, Formulating SOPs, variance and regression analysis, FDR Analysis

### **Internships:**

**PepsiCo**

**Indian Oil**

**Edelweiss Financial Services**

### **EDUCATION**

Jan 2017 – May 2018

**MBA Marketing,  
PGDM**

*SP Jain School of Global  
Management*

### **SKILLS**

Data analysis  
Problem solving  
Project management  
Communication  
Organization

### **ACHIEVEMENTS**

Awarded Dean's List Award for Being a Topper in Academics  
Awarded Sports Veteran Award for Cricket, Football and Badminton

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July 2011 – July 2014

**BBA, Finance**

*Narsee Monjee School of Management Studies, Anil Surendra Modi School of Commerce*

**Schooling 12<sup>th</sup> Standard**

*Delhi Public School (DPS) R.K Puram.*