

Pallavan Balachandran, Service Manager

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PROFILE

- Service Manager and Senior .NET Engineer with 12+ years of success delivering enterprise solutions in Insurance and Banking.
Applied modern design patterns across the full SDLC to build scalable, secure, and maintainable systems.
- Mentoring engineers, and elevating development standards through TDD, code reviews, and best practices.
- Recognized for driving innovation, improving delivery efficiency, and strengthening engineering culture in missioncritical environments.

EMPLOYMENT HISTORY

Apr 2016	Service Manager, Cognizant Technology Solutions	
	<ul style="list-style-type: none">• Managed team of technicians to enhance customer satisfaction through prompt and efficient service delivery.• Collaborated with stakeholders to gather requirements, driving innovative software solutions that meet client needs.• Mentored junior developers, conducting code reviews to elevate code quality and ensure adherence to best practices.	
Mar 2014 — Apr 2016	Software Engineer Analyst, Accenture Services Pvt Limited	Chennai
	<ul style="list-style-type: none">• Developed and optimized software solutions to enhance operational efficiency across business units.• Conducted comprehensive testing and debugging, ensuring software functionality and user satisfaction.• Collaborated with cross-functional teams to gather requirements and drive improvements in software performance.	
Dec 2012 — Mar 2014	Software Engineer, Tech Mahindra	Chennai
	<ul style="list-style-type: none">• Designed and developed robust web applications using ASP.NET MVC and Entity Framework, ensuring high performance and scalability.• Integrated third-party API to enhance application functionality, streamlining processes and improving user experience.• Implemented test-driven development practices, elevating code quality and reliability through rigorous testing and code reviews.	

EDUCATION

Jun 2006 — Apr 2010	B.E - Information Technology, Annamalai University	Chidambaram, TamilNadu
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SKILLS

Backend: C#, ASP.NET MVC/Core, Web API, .NET Framework
Frontend: HTML, CSS, JavaScript, jQuery
Database: SQL Server, ORM frameworks
Architecture: Modular components, strategy patterns, 3-tier design
DevOps & Tools: Docker, AWS, Kubernetes, Terraform, Jenkins, SonarQube, Veracode, Prometheus, Grafana
Practices: CI/CD, code reviews, documentation
Soft Skills: Stakeholder collaboration, mentoring, problem-solving

Projects & Labs (Self-Learning)

AWS EC2 Deployment: Hosted web applications with IIS, IAM, S3, Route 53
Docker & Kubernetes Labs: Containerized applications, deployed to Minikube, explored Helm
Jenkins CI/CD Pipeline: Automated build/test/deploy with GitHub and rollback strategies

Terraform Setup: Provisioned EC2, VPC, security groups using modular templates

Prometheus & Grafana Setup: Configured metrics dashboards for containerized applications, improving observability and alerting accuracy

LANGUAGES

English, Tamil