

# Pallavan Balachandran, Service Manager

Hong Kong Island, Hong Kong, 95744484, bvpallavan@gmail.com

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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.
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## EMPLOYMENT HISTORY

Apr 2016

Service Manager, Cognizant Technology Solutions

- 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

- 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

- 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.
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## 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

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LANGUAGES

English, Tamil