

# Pallavan Balachandran, Service Manager

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LINKS

[LinkedIn](#)

## PROFILE

Service Manager and senior .NET developer with 12+ years delivering enterprise applications in Insurance and Banking. Deep expertise in C#, ASP.NET MVC/Web API, Entity Framework, SQL, JavaScript/jQuery, and design patterns across the full SDLC. Partner with stakeholders to turn complex requirements into scalable, high-quality solutions; lead cross-functional teams, mentor developers, and elevate code quality through reviews and TDD to improve reliability and customer satisfaction. Committed to continuous learning and modern engineering practices.

## EXPERIENCE

### **Service Manager, Cognizant Technology Solutions**

Apr 2016 — Present, Hong Kong

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. Led cross-functional teams in the development and implementation of new software solutions, improving operational efficiency.

### **Software Engineer Analyst, Accenture Services Pvt Limited**

Mar 2014 — Apr 2016, 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.

### **Software Engineer, Tech Mahindra**

Dec 2012 — Mar 2014, 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.

## EDUCATION

### **Annamalai University, B.E - Information Technology**

Jun 2006 — Apr 2010, Chidambaram, TamilNadu

## LANGUAGES

English

Tamil

## SKILLS

C# Programming

ASP .NET MVC

Web API

SQL Database

JQuery

HTML

Javascript

Entity Framework

Design Pattern