**SAJITH SALIBHA**  
819-919-9793 | [sajithsalibha@gmail.com](mailto:sajithsalibha@gmail.com) | [www.linkedin.com/in/sajith-salibha](http://www.linkedin.com/in/sajith-salibha) | 3325 Uplands Dr, Ottawa, K1V 9X6

* Well- organized with excellent communication, collaboration and troubleshooting skills.
* Successful technical support experience in the engineering sector including problem-solving and training skills.
* Resourceful manufacturing engineering experience in the ISO 9001 registered manufacturing environment.
* A creative videographer with excellent attention to detail and passionate about video technology.

**SKILLS**

* Knowledge in Microsoft Dynamics AX (ERP), Aras Innovator (PLM), Q-Pulse (CAPA), Python and Linux.
* Proficient in Microsoft Office (Word, Excel, Access, Outlook) and Microsoft Project.
* Teamwork, persistent, leadership, empathetic and able to work independently.
* Fluent in English and valid Ontario G Driver’s licence.
* Interests: Professional Videography, Video editing, Graphic Design and Sketching.

**EXPERIENCE**

**Med-Eng** – Ottawa, ON October 2021 - Present

**Product Support Specialist**  
Execute troubleshooting process, perform corrective action and quality improvement while collaborating with different product teams.

* Collaborate with technical writers and engineers to develop and maintain procedures that ensure the conformance of BOMs, engineering drawings, and work instructions.
* Identifying and reporting on premature product failures to Quality, R&D, Engineering and NPI teams.
* Support product lines with new/revising product features in planning, execution, documentation, testing, and maintenance.
* Troubleshooting of reported issues with returned Med-Eng manufactured products such as robots, bomb suits, helmets and other electronics as well as electromechanical systems and components.

**Queens Forty Fourth** – Ottawa, ON June 2020 – September 2021

**Technical Support Specialist**   
Create and implement new product design ideas to achieve business objectives and standards. Collaborate with sales and operations manager to attain maximum efficiency to uplift the company’s growth.

* Improved customer satisfaction rate from 60% to 90% in 2020 by resolving problems effectively and promptly.
* Achieved over 95% revenue growth by adopting new workflow methods and appropriate recommendations.

**Futurescape Corporation** – Ottawa, ON October 2019 – March 2020

**Applications Engineer** (Covid-related layoff)

Exhibited strong communication skills to engage with different departments to ensure excellent technical support.

* Monitored customer project evaluations, created and manufactured new design prototypes by linking 3D printing.
* Interacted and trained clients ahead of time to resolve any design software issues which reduced the response time by 50%.

**Cochin Shipyard Limited** – Cochin, India November 2015 – May 2017

**Manufacturing Engineer**

Managed 10+ employees in Indian Navy’s $3.5 billion ship building (Aircraft Carrier) project to ensure EHS and quality standards

* Increased productivity by 10% by developing multiple strategies for upcoming quality inspections and internal audits.
* Led frequent contact with technicians, resulting in improved team efficiency and the achievement of weekly targets.
* Coordinated with quality assurance, design, planning and material management teams to handle multiple competing tasks and demands, including team building, investigation activities, shift priorities, and adaptability to tight deadlines.

**EDUCATION**

University of Ottawa Master of Engineering - Mechanical Engineering 2018 - 2020

Cochin University of Science and Technology Bachelor of Technology - Mechanical Engineering 2011 – 2015

**VOLUNTEER EXPERIENCE**

**Customer Service Volunteer -** Society of St. Vincent De Paul, Ottawa, ON January 2019 – December 2019

* Portrayed flexibility, task completion and relationship building skills by directing all customers upon arrival.
* Demonstrated commitment and cooperating skills to empower and support the poor community.