**Sairam Balaji**

**In touch**

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**Objective**

To become a clever, creative entrepreneur by gaining in depth work exposure in the chosen field and to turn in to a better Human being. To be Precise, I’m as simple as my resume.

**Technical Expertise**

Incident Management, NetBackup(Backup & Restore Operations), Server Monitoring, Database management, VMware, AutoCAD, SQL, Hardware and Networking basics, Hydraulics & Pneumatics, PLC, Robotics, Welding, Soldering, Team building, MS Office, Out bound training, Inbound training.

**Work Experience #1**

**Role :** Senior Systems Engineer

**Organization :** Cognizant Technology Solutions

**Period served :** Aug ’19 - Feb ’20

**Field of work :** Metropolitan Life Insurance Company

**Responsibilities**

* Incident Management based on issues created by proactive observation to client end users.
* Monitoring of Client tools & Web services for failures and errors with root cause of errors.
* Triaging on WebEx to identify resolution of issue involving required teams from various platforms on client end.
* Work as a resolution manager to ensure closure for the reported issue with proper RCA to prevent re-occurrence.
* Preparing SOP documents for simplifying process of the existing and new processes.
* Documenting addition/ update of details/ contacts/ issue resolutions for future references to reduce downtime.

**Work Experience #2**

**Role :** Senior Systems Engineer

**Organization :** Cognizant Technology Solutions

**Period served :** Feb ’18- Jun ’19 (Duration: 16 Months)

**Field of work :** Backup & Storage operations Team

**Responsibilities**

* Running Backups as per Backup calendar.
* Identifying & troubleshooting issues on user, client Backup/ Restore requests.
* Dealing with issues in the Backup system and escalate issues to tech support teams for resolutions.
* Preparing monthly reports to track and showcase backup infra data on backup Addition/ Removal & Pending ticket tracker.
* Sample Restoration & Log Backup documentation with evidence of Restores.
* Weekly connect with team for updates and solutions for long pending user requests.
* Working on intermittent issues on NetBackup 7.7.3, 8.1, 8.1.2 for locations in India and ROW locations US, Philippines, London, China, UK, US El Salvador, Barcelona, etc.

**Work Experience #3**

**Role :** Engineer Trainee

**Organization :** Cognizant Technology Solutions

**Period served :** Feb ’17- Jan ’18 (Duration: 11 Months)

**Field of work :** Cognizant Command Centre Operations

**Responsibilities**

* SCOM Greyed out server Analysis.
* ISEA & DCS Maintenance on team requests for Upgrade, planned maintenance activities and Downtimes.
* Tickets handling for Data centre Temperature control.
* Tickets handling and resolution for VDI issues & outages.
* Bridge notifications for issues on URL’s in India and ROW locations.
* Daily Batch Monitoring & reports generation.
* Overall reports & pending ticket report generation.
* Reporting to teams on ongoing issues to track & resolve issues with RCA.

**Work Experience #4**

**Role :** Mechanical Maintenance Trainee

**Organization :** SAIL Salem Steel Plant, Salem

**Period served :** Jan ’15- Feb ’15 (Duration: 1 Month)

**Fields of work :** HRM, CRM.

**Responsibilities**

* Underwent training on Hot Roller Machines & Cold Roller Machines.
* Temperature control system handling & operations.
* Water Piping & routing across the facility to enhance and use stringent water resource.

**Work Experience #5**

**Role :** Sandwich Trainee

**Organization :** TVS- Sundaram Clayton Limited, Chennai

**Period served :** May ’12- Nov ’12 (Duration: 6 Months)

**Field of work :** MSE Task Force

**Responsibilities**

* Analysing gaps during the production and post processing of products by workers.
* Reducing downtime, lead time for production by enhancing work flow.
* Using CMM to check dimensions and usage of tools to identify the better advancements to reduce production time and enhancing output.
* Suggesting ideas to create better workplace for workers to reduce hurdles and hazards of various kinds.

**Work Experience #6**

**Role :** Sandwich Trainee

**Organization :** TVS- Sundaram Clayton Limited, Chennai

**Period served :** Nov ’10- May ’11 (Duration: 6 Months)

**Field of work :** Production Department, MSE Task Force.

**Responsibilities :** Production Department

* Production of engineering assembly products for automobiles (Car, Truck, Bus, Heavy vehicles, etc.).
* Air cleaning products and ensuring zero water clogs.
* Clearing sharp edges and burrs to ensure safe handling.
* Packaging of final inspected materials and filling in cartons for dispatch.

**Responsibilities :** MSE Task Force

* Analysing gaps during the production and post processing of products by workers.
* Reducing downtime, lead time for production by enhancing work flow.
* Using CMM to check dimensions and usage of tools to identify the better advancements to reduce production time and enhancing output.
* Suggesting ideas to create better workplace for workers to reduce hurdles and hazards of various kinds.

 **Education**

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| --- | --- |
| **2019** | Currently Pursuing **M.A. In Human Rights (CORR)** at Madras University, Chennai. |
| **2016** | **B.E. Mechatronics Engineering** at Coimbatore Institute of Engineering and Technology, Coimbatore.Affiliated to Anna University, Chennai. | **Aggregate Score:** 7.0 CGPA |
| **2012** | **Diploma in Mechatronics Engineering Sandwich (DMTE)** at CPAT -TVS, Chennai.Affiliated to Directorate Of Technical Education, Chennai. | **Aggregate Score:** 86% |
| **2009** | **10th Standard** at Oxford Public School, Mumbai. (MSBSHSE)**Aggregate Score:** 63.23% |

**Industry Visits**

* Lakshmi Machine Works (LMW), Coimbatore.
* GEEDEE WEILER, Coimbatore.
* V.R. Foundry, Coimbatore.
* Unity Flex, Chennai.

**Projects**

**Diploma in Mechatronics Engineering**

* Electrical Power Regeneration.

**B.E. Mechatronics Engineering**

* Material handling using 2-Axis Delta Robot.

**Languages Known**

Tamil, English, Hindi, Marathi.

**Personal details**

**Marital status :** Single

**Date of birth :** 26th August 1993

**Nationality :** Indian

**Blood group : B+Positive**

**Address** **:**  #10, 6th cross St., Pammal Annanagar, Chennai-75

**Declaration:**

I affirm that the above given information are true to the best of my knowledge and belief.

**Place :** Coimbatore. Yours Sincerely,

**Date :**