G Balaji

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Career Objectives

To work in a technology service provider organization, which gives me an opportunity to demonstrate my skills & in turn be a source of development for the organization.

Experience Summary

13 Years of total experience with vast exposure in Technical and Customer Support for control rooms, Digital Cinema, Business projectors and Office Automations products. Support experience on Windows & Linux platforms and successfully managed multiple projects involving Implementation and Support. Experience with AV Project Management, Network & System Administration.

Education & Qualifications

- ✓ **Bachelor of Technology** Distance Education from Kalinga University, India. 2014 – 2017
- ✓ **Diploma in Electronics & Communication Engineering** from Sakthi polytechnic College, Tamil Nadu, India. 2003- 2006

Technical & Professional Certifications

- ✓ RedHat Certified Engineer 7 course completion certification from Pragathi Technologies.
- ✓ Internet Of Things with Python certification from Cognixia.
- ✓ Digital Cinema projector level 2 certification from BARCO.
- ✓ Networking course completion from Jetking.

Work Experience

- ✓ **Barco Electronic Systems Pvt Ltd** : March 2013 – Dec 2016 & July 2017 to Till date - Senior Engineer Customer Support
- ✓ **Origin TechServe Pvt Ltd**: January 2017 – June 2017 - Territory Manager.
- ✓ **Integra Micro Systems Pvt Ltd:** July 2008 to March 2013 – Customer Support Executive.
- ✓ **HCL Infosystems Ltd:** March 2007 to June 2008 – On job Trainee.
- ✓ **Eltech Controls :** April 2006 – February 2007 - Production Engineer.

Employment History:

Barco Electronic Systems (P) Ltd. (March 2013 – December 2016 & July 2017 – till date)

Roles and Responsibilities:
Role: Senior Engineer Customer Support

- Installation and commissioning of Unix & Windows servers in Large control rooms, NOC, WAR rooms and Digital Cinema projectors.
- Integrate with remote equipment's and applications and design perspective to monitor the system performance.
- Technical support for DCI certified cinema projectors and post production projectors.
- Project coordination with site engineers for commissioning of Rear projection video walls, LCD & LED displays video server applications of 2D & 3D setup and virtual reality, simulation projectors and servers to engage with client applications.
- Commissioning of quick control room setup for POC and co-ordinate with system integrator applications to Barco servers for partners demonstration.

- Commissioning of Unix and windows servers for SCADA systems at Metro control rooms & power plants.
- Co-ordinate with project manager and system integrator to ensure the site readiness as per project requirement and completing the project in a given stipulated time.
- Providing Technical support and training for site engineers and project Team for Audio\Video, Networking and Graphics development domain.
- Audit visits for digital cinema theatre clients and perform complete quality checklists of supplied system.
- Deploy new equipment and install applications, which enable the customer to perform their job function.
- Demonstration of detailed commissioned setup, application and controller hand over.
- Promoted the sale of spares and renewal of service contracts & Responsible for client SLA's.

Origin Techserve Pvt Ltd. (January 2017– June 2017)

Roles and Responsibilities: Territory Manager

- Worked as a presales team to optimize the existing client setup and update present technology benefits end user.
- Solution/ Brand positioning- Interact directly with customers, gathering their requirement & providing the solution concept
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants
- Allocate work to the corresponding support teams involved and keep track of the SLA in order to make sure that there are no breaches.
- Understand customer requirements and present best and optimized solutions.
- Responsible for all facets of contract development, including analysis, negotiation and SLA.

Integra Micro Systems (P) Ltd. (June 2008 – March 2013)

Role: Customer Support Executive

- Installation and support of production scanners product from Fujitsu, Avision, Mustek and Surveillance cameras from Axis and Panasonic.
- Installation and commissioning of Linux and Windows operating systems.
- Installation and support for Kaspersky antivirus.
- Performed system backups and updates on regular basics.
- Work with Remote desktop application tools for providing online support for application issues.
- Onsite repairs, preventative maintenance, and installations in a timely manner.
- Updating team service activity in database.
- Work with IMFAST (Integra Mobile Financial Application, Services and Technology) team for banking transaction facility in villages.
- With IMFAST team perform people survey for capturing photos and complete records about individuals with thumb impression and update details to data management team.
- Schedule with taluk head and perform complete banking transaction of day begin and day end activity on servers.

HCL Info Systems Ltd.(March 2007 to June 2008)
   Roles and Responsibilities: On Job Trainee

- Installation and Maintenance of Photocopiers (MFD) from Toshiba.
- Attend onsite service calls, Preventive maintenance and refurb activity.
- Generate new sales leads and share the client requirement with sales team.
- Installing and configuring hardware, operating systems and application, troubleshooting system and network problems and diagnosing software faults.
- Supporting software applications for printers and interactive white board applications.
- Resident engineer at ISRO and HAL for maintaining of 35 ppm, 55 ppm, 60 ppm photo copiers.

Eltech Controls.(April 2006 to February 2007)
   Roles and Responsibilities: Production Engineer

- Assembling and testing of electronics hardware components from Power monitor, optical curtain and power factor devices.
- Servicing of power monitors and optical curtain projects.
- Power Monitor: Maintains the customized power factor at all phases (R, Y and B) in a factory, Records all data with respect to time, Data can be downloaded and export to excel.
- Optical Curtain: Controlling a third party of machines with sensing of TX/RX sensor with relay switching.
- Micro Controller Kit: Using for educational institutions lab (Testing of Programs and supplied motors, actuators and sensors)

TOOLS Handled

- SAP CRM & SAP ECC
- TDE
- One drive
- PING

Awards & Recognition

- ✓ "Best Project Executer" of the year 2016 in BARCO
- ✓ "Maintain less down time'' of the year 2015 in BARCO
- ✓ "Best quality of installation'' of the year 2014 in BARCO
- ✓ "Best Customer Support Engineer" of the year 2007 in HCL

Personal Details:

Name	:	G Balaji
Father Name	:	H Gnana Sekar
Date of Birth	:	12th July, 1987
Marital Status	:	Married
Linguistic abilities	:	English, Tamil and Kannada.
Present location	:	Bangalore
Permanent location	:	Erode, Tamil Nadu.

Conclusion:

I hereby declare that all the above furnished information is true to the best of my knowledge.

Date:

Place: **(G Balaji)**