

Balje Nair S/O C A Balan Nair

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Open to Remote/Hybrid | Willing to Relocate

Professional Summary

IT Consultant | Infrastructure & Technical Support | Remote/Hybrid-Ready

Results-driven IT professional with 5+ years of experience in infrastructure support, user management, and enterprise IT operations across Fortune 500 clients. Skilled in supporting C-level stakeholders, resolving complex technical issues, and managing cross-functional teams. Proven ability to ensure seamless system availability in high-stakes environments. Seeking remote/hybrid opportunities where strong technical execution meets leadership and adaptability.

Work Experience

Capgemini — Consultant
Singapore | Feb 2025 – Present

- Delivered end-to-end technical support and infrastructure services for enterprise clients, including C-level executives.
- Resolved high-priority incidents, escalations, and user issues through ServiceNow and remote management tools.
- Supported on-site executive meetings, ensuring zero disruption in AV/IT services.
- Contributed to asset management and internal process documentation for smoother team workflows.

HCL (British Petroleum) — Specialist [E2]
Singapore | Mar 2023 – Aug 2024

- Managed IT procurement and conducted monthly physical audits to ensure accurate asset tracking.
- Delivered technical support for 300+ users across multiple locations, including BitLocker, MFA, AD, and AAD.
- Diagnosed network and hardware issues, coordinating with infrastructure teams for resolution.
- Supported high-profile townhall events, including for Castrol China's VP, with seamless tech delivery.
- Tools: ServiceNow, Azure AD, SysTrack, WorkBlaze.

NCS (via Jobster)

Singapore

Infrastructure Engineer | Oct 2021 – Mar 2023

Technical Refresh Engineer | Jan 2021 – Oct 2021

- Led imaging, baseline setup, and deployment of systems during large-scale refresh projects.
- Troubleshoot hardware/software/network issues using diagnostic tools and provided user support.
- Recovered user data and applications while maintaining business continuity.
- Key contributor at ASEAN DG Meet as Lead Support Engineer.
- Awards: NCS Infra Excellence Awards (Q3 & Q4 2022), Best MS Team Award.

Education

Coventry University (PSB Academy)

BSc (Hons) in Computing Science | Apr 2024 – Mar 2026 (Expected)

PSB Academy

Diploma in InfoComm Technology | Mar 2023 – Apr 2024

Temasek Polytechnic

Diploma in Mechatronics | Mar 2012 – Oct 2016

- Final Year Project: Designed and built a custom 3D printer.
- Core Modules: Digital Fundamentals, Dynamics, Automation.

Certifications

- ITIL Foundation Certification (In Progress – Target: Q1 2026)

Skills

Technical Skills: Python, HTML, CSS, MySQL, C#, C++, MATLAB

Tools & Platforms: ServiceNow, Microsoft Azure, SysTrack, WorkBlaze

Software & CAD: LabVIEW, SOLIDWORKS, CREO

Soft Skills: Fast learner, team player, adaptable, event support

Languages: English, Tamil (Fluent); Mandarin (Elementary), Thai (Elementary), Spanish (Elementary), Tagalog (Elementary)

Leadership & Project Experience

- Mentored junior engineers during hardware refresh projects, ensuring knowledge transfer.
- Led technical teams at executive-level events, coordinating seamless IT execution.
- Served as key liaison between internal technical teams and external stakeholders.