

Nithin Meethale Malayil

Senior Product Specialist

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PROFESSIONAL SUMMARY

Dedicated and results-driven Senior Product Specialist with 10+ years of expertise in system integration, cloud telephony, and automation. Skilled in Microsoft Teams, VoIP, and virtualization, delivering seamless, scalable solutions tailored to diverse business needs.

EXPERIENCE

Senior Product Specialist - Apr 2018 – Present

United Makgroup Technologies — Dubai

- Led customer migrations from on-premises telephony to cloud using Microsoft Teams Direct Routing.
- Implemented and configured AudioCodes and Ribbon SBCs for seamless Teams integration.
- Migrated telephony infrastructure to the cloud with minimal disruption to business operations.
- Integrated Proteus call billing system with on-premises PBX and Microsoft Teams for accurate reporting.
- Deployed NICE recording solution for banking and financial clients, enhancing compliance.
- Led Hyper-V and Proxmox virtualization rollout, optimizing resource utilization and scalability.

Customer Support Engineer - Feb 2014 – Apr 2018

United Makgroup Technologies — Dubai

- Delivered technical support for NICE recording, IPC Dealer Board, and Proteus billing systems.
- Collaborated with automation team on Automation Anywhere proof-of-concept engagements.
- Managed internal IT infrastructure including Active Directory and storage servers.
- Implemented FreePBX for internal telecommunications, improving organizational efficiency.

Technical Consultant - May 2011 – Feb 2014

Sutherland Global Services — Cochin

- Supported AT&T CONNECTECH customers on Windows and macOS platforms.
- Resolved boot, system, and application issues including Microsoft Outlook.
- Troubleshoot Symantec, Avira, Kaspersky, and McAfee security products.

CORE SKILLS

System Integration • Microsoft Teams Direct Routing • VoIP / SIP • AudioCodes & Ribbon SBCs • Virtualization (Hyper-V, Proxmox) • Docker • Python • Automation Anywhere • NICE Recording • Active Directory • Linux • Firewalls

CERTIFICATIONS

- Microsoft 365 Certified: Teams Administrator Associate — Microsoft (2023)
- Microsoft Certified: Azure Fundamentals — Microsoft (2023)
- Automation Anywhere Certified Advanced RPA Professional (Automation 360) — 2023
- Zoom Contact Center Deployment Advanced (ZDA) — Zoom (2024)
- Zoom Phone Deployment Advanced (ZDA) — Zoom (2024)
- AudioCodes SBC: Essentials & Configuration — AudioCodes (2021)
- Crash Course on Python — Google (2024)

- Python Basics for Data Science (PY0101EN) — edX (2020)

EDUCATION

Diploma in Computer Engineering · Jun 2007 – Apr 2010

Model Polytechnic College, IHRD

LANGUAGES

English (Full Professional) · Hindi (Working) · Malayalam (Native)