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Top Skills

Software as a Service (SaaS)
CTI
Staff Augmentation

Languages

Hindi
English

Certifications

24300V-Administering Avaya
Oceana® R3 Omnichannel
25100V-Creating Self Service Apps
with Avaya Aura® Orchestration
Designer
Avaya OneCloud™ CCaaS Public
Omnichannel Design Proficient
74550V-Supporting Avaya Oceana®
Solution

Lalit Nayyar

Application Technical Support | AI & ML Enthusiast | Integration,
Automation & Service Excellence Specialist
Dubai, United Arab Emirates

Summary

I am a technology professional passionate about leveraging AI, Large Language Models (LLMs), and automation to enhance enterprise operations and customer experiences. My journey spans delivering seamless technical support, driving complex integrations, and implementing predictive service frameworks that keep businesses running smoothly.

Core expertise includes:

- * Customer & Partner Engagement: Collaborating directly with customers and partners to ensure smooth deployments and issue resolutions.
- * Predictive Service Requirements & Business Rule Implementations: Anticipating needs, enforcing best practices, and ensuring operational excellence.
- * Technical Issue Resolution: Tracking, facilitating, and resolving issues within strict SLA/SLO frameworks.
- * Integration & Automation: Building automated solutions for connectivity, alarming, and operational continuity.
- * Development & Implementations: Deploying systems that bridge technical complexity with business outcomes.
- * Customer Satisfaction: Ensuring entitlement accuracy, smooth operations, and superior service experiences.
- * AI & LLM Adoption: Exploring and implementing intelligent solutions for predictive insights, anomaly detection, and proactive issue resolution.

I thrive in roles where technology meets service excellence, continuously exploring ways to integrate AI-driven intelligence into enterprise workflows for transformative outcomes.

Experience

Avaya

Avaya Technical Senior Support and Service Executives

April 2021 - Present (4 years 6 months)

Dubai, United Arab Emirates

- * Partnered with global customers and partners for seamless technical implementations and operational excellence.
- * Designed and enforced business rules with predictive service models to prevent outages and improve performance.
- * Led SLA/SLO-driven issue resolution for critical enterprise applications.
- * Spearheaded integration and automation initiatives, ensuring remote connectivity, alarming, and monitoring capabilities were always operational.
- * Implemented AI/LLM-powered automation workflows for service continuity, predictive insights, and proactive incident management.
- * Pioneering Agentic AI implementations using MCP with vast integration capabilities, enabling orchestration of industry-specific business rules, evolving dynamically with market demands. (Ongoing initiative)
- * Championed customer satisfaction through accurate entitlement management and responsive service delivery.

Symbiotic Technologies Solutions Private Limited | <http://www.symbioticindia.in>

13 years 10 months

Telecom & CRM Consultant and Program Manager

December 2011 - Present (13 years 10 months)

Providing and executing technical architecture analysis, design, development, and enhancement.

PROJECTS

Serve as Project Lead/ Project Manager via management of end to end system life cycle development of ICT (Telecom and CRM) projects.

Leading Oversee major and minor projects by intermediate level staff under my supervision.

Developing costing proposals for projects, perform risk analysis, and manage change control.

Providing business analysis, business area assessment, user needs analysis and business systems design for major projects.

Conducting comprehensive cost/benefit analysis and prepare business cases for projects.

Implementations and Assessments (Hands on and Management) :

a) Avaya Interaction Center

b) Avaya Aura Contact Center

c) Avaya Oceana implementations and Business profiling

d) CRM Integrations and implementations Salesforce ,Siebel, Suite CRM and Microsoft Dynamics. Verticals covered - Telecom, Financials and Marketing

e) Digital transformation and Automation.

f) Outbound dialer (Avaya,InContact Cloud Telephony,Asterisk,FreePbx & ViciDial)

g) Asterisk (Asterisk, Freepbx)

h) CTI Connector development (SIP,InContact Telephony,Asterisk,Avaya PBX, Salesforce & ViciDial)

i) Cloud Telephony (InContact, Five9) & Cloud CRM (SalesForce)

j) Execution of iterative Agile/Scrum development, Waterfall methodologies, SDLC and PLC

BUSINESS

Assisting the development of client information management standards and evaluation of technology trends. Contribute to business area assessment, user needs analysis and business systems design.Assisting with comprehensive cost/benefit analysis and preparation of business cases for new projects.

Leading project life cycle any intermediate or junior level client staff,or any sub-contracted personnel assigned to my project team.

Offshore

December 2011 - Present (13 years 10 months)

AGC Networks Ltd.

Solutions Specialist

January 2018 - April 2021 (3 years 4 months)

United Arab Emirates

Contact Center Application (omni Channel) Maintenance support to Client (Etisalat)

Providing and executing technical architecture analysis, design, development, and

Pre-Sales proposals for projects, perform risk analysis, and manage change control. • Providing business analysis, business area assessment, user needs analysis and

business systems design for major projects.

Pre and Post Implementation support

Integration, Enhancements and Automation of various applications for simplification of processes and high response time.

Reporting dashboards and data analytics.

Implementations and Assessments (Hands on Development and Management) :

Avaya Interaction Center

Avaya Aura Contact Center

Avaya Oceana implementations and Business profiling

CRM Integrations and implementations Salesforce, Siebel, Suite CRM and Microsoft Dynamics. Verticals covered - Telecom, Transportation, Aviation, Financials, Hospitality, NGO's and Marketing Digital transformation and Automation.

Assisting the development of client information management standards and evaluation of technology trends. Contribute to business area assessment, user needs analysis and business systems design.

CGC Qatar

Telecommunication and Integration Consultant

August 2016 - March 2017 (8 months)

Colombo Sri Lanka

Worked on prestigious project in Colombo (Grand Hyatt Colombo), Sri Lanka System & Solution Architect

- Assessment of Telephony infrastructure and Integration with all proposed ELV (Extra Low Voltage) components
- Telecom Network Planning for managing and developed a solution, network design for ISP/TSP, Identification of case studies, test strategies, test plans.
- Designed and developed IT architecture (frameworks, software/applications, data, information, and technology)
- Development of strategies and architectures which support advanced security topics such as Vulnerability Lifecycle Management, Identity Management, Intrusion Detection, Authentication, Authorization and Auditing.

- Creation of detailed functional design document to match customer requirements
- Design and Documentation.
- Flow Analysis and Integration Design
- Project meetings with the customer and with respective Component Managers
- Lead Internal Project design meetings.

Future Technology (Alyousuf Group)

Contact Center Integration and Implementation Specialist & Consultant (Avaya Projects)

August 2013 - March 2015 (1 year 8 months)

Abu Dhabi, UAE

1. Conceptualization of Call Center Solution Avaya Interaction Center for UAE Customers.
2. Resource planning, Vendor management and Client coordination
3. Review existing implementations and recommendation for UAE Customers.
4. Pre-Post Implementation support .
5. End to End Application Upgradation and Migration Activities .
6. Customization and Enhancement of Avaya application and telecom product with Customer Requirements.
7. Thin (Web) , SDK , Thick and Customized AIC Agent client implementation.
8. Streamlining existing Project process and implementation
9. Implementation of AIC with Voice, Email, Chat and Fax.
10. Lead R & D for Call Center CTI Solutions.
11. CTI integration AIC with Salesforce and Siebel as per customer requirement
12. Integration and Implementation AIC with Experience Portal(POM)/ Voice Portal (IVR).
14. Implementation Avaya PBX and AES for CTI Connector
15. Creation of different Dashboard client for management as well as user.
16. Project Management for Contact Center Implementation

Citrix Systems

Group Manager Avaya CTI Offshore - Siebel Practice

December 2008 - November 2011 (3 years)

- Responsible of the offshore team in development/enhancements related call (real-time / non-real-time) routing , Real-time reporting and Siebel CTI in existing 24x7 with multiple Geo's; call center Siebel/Avaya of Avaya Products

(Interaction-Centre, IC-Siebel Integration, Avaya Business Advocate, Avaya OA, Avaya DSI, Avaya PBX and AES).

- Responsible for defining roadmap for introducing new technologies in the product in coordination with product architects and senior management
- Development of Technical Designs, Web Services and User Interface in Technical stack
- Coordinate with global product strategy and product management teams to finalize the requirements.
- Delivery Management following the SLDC life cycle
 - o Creation of business plans in coordination with Business analysts
 - o Implementing development processes, practices, metrics, defect prevention for the group
 - o Manage Estimation and offshore Development deliveries.
- End to End project execution of AVAYA Interaction Center 7.2.2 up gradation (voice & email) including Avaya business advocate, Avaya OA independently without involving Avaya vendor
- Development of innovative tools to improve team productivity.
- Ramping up teams to work on new technologies, hiring for the teams in India, leading team of architects, development, and product management
- Manage and Support the ongoing development and implementation of the enterprise wide CRM solutions.
- Manage/handled production issues reported during offshore working hours for smooth functioning of round-the clock Call Center by maintaining SLA's
- Strong understanding and implementation skill in Avaya products (PBX,AVaya IC, Avaya Bussiness Advocate , Avaya OA, Avaya DSI and Voice portal)
- Excellent knowledge of Siebel Call Center with CTI integration

Avaya

4 years 2 months

Module Lead

September 2005 - November 2008 (3 years 3 months)

Manage / worked with a team of Six Engineers responsible for Engineering Services of Avaya suites Products (Interaction-Centre, IC-Siebel Integration, CT4S (Computer Telephony for Siebel))

Actively involved in Bug Fixing, Enhancement and Service Packs releases.

Manage escalations issues. Assigns trouble tickets to team as per the appropriate skills and urgency.

Coordinate between Support Services, Engineering Services, and Development team to resolve the Critical Customer Issues rapidly. Involve in research for the root cause of problem in various product components, and advice fixes as per International Standards, Product Enhancement to development & Product house.

Participate in conference calls, Technical Bridge calls & Management Bridge calls during critical - high priority trouble tickets. Involve in web-conference to remotely investigate the highly critical issues at customer site.

Providing pre-sales and post- sales implementation support

To provide technical, functional and project related support to the Avaya Profession Services.

Technical:

- a. Architectural design
- b. Failover setup
- c. Multi-site setup
- d. Application requirements
- e. IVR Requirement
- f. Avaya PBX Type and Setting up PBX with Application
- g. Integration with Siebel, Salesforce.com
- h. End-to-end implementation support

Functional:

- a. Call Center Agent Report
- a. Daily call status
- b. Agent Activities.
- c. Resource / capacity planning for call center
- d. Abandon calls
- b. Desktop marquee implementation
- c. New requirements reporting from Avaya customers.
- d. Identification of Expected Wait Time (EWT) for complete customer satisfaction.
- e. Agent performance reporting

Project Related:

- a. Architecture design for new project
- b. Requirement gathering
- c. Architecture design review for existing customer
- d. Reporting requirement of Call Center.

Senior Management Associate, Tier-3 Global Services Delivery
October 2004 - August 2005 (11 months)

Manage/ worked with a team of Twelve Engineers responsible for Support Services of Avaya suites Products (Interaction-Centre, IC-Siebel Integration, Operational Analyst Reporting)

Handling the entire CRITICAL customer down situation under high pressure till the resolution is achieved.

Understanding customer requirement for Product Enhancement, and convince the Product House to include this feature in new release.

Providing Root Cause Analysis (RCA), workarounds to tackle the weird scenarios to the customer.

Helping customer to reproduce the product related issues, and register the product defect to engineering services.

Involve in research for the root cause of problem in various product components, and advice fixes, Product Enhancement to development & Product house.

Coordinate between implementation team, business partner and the customer to quickly identify the issue, and assign it to the respective teams.

- i. Hands on experience on VDN/Vector Programming on CM 6.0
- ii. Skill creation , Agent ID creation , Routing changes
- iii. Trunk group configuration and troubleshooting
- iv. Hands on experience on Avaya patch upgrades/firmware upgrades
- v. Hands on experience on Avaya One-X IP phones version 2.5
- vi. Hands on experience on CMS 16.3 administration and troubleshooting
- vii. Hands on experience on AES 6.x administration and troubleshooting
- viii. Hands on experience on administration and troubleshooting of Session Manager
- ix. Hands on experience on Avaya ICR
- x. Very good knowledge on VOIP protocols and IP telephony
- xi. Health check of CM , CMS , Session Manager , AES

Bigates Software Pvt Ltd

Tier-3 Engineer

November 2000 - September 2004 (3 years 11 months)

Monitoring/diagnosis of problems and failure analysis of CTI / Application Avaya IC product.

Analysis of the customer issue logs to troubleshoot the cause of problem at Customer Call center site.

Resolving product related problems and customer environments in the lab.

Interacting with the customers through phone and emails for speedy resolution of their Technical queries & grievances about products.

Infopac software Pvt Ltd

Software Engg/Consultant

September 2000 - November 2000 (3 months)

Infopac are providing ERP solution and their clients includes in India as well as south Asia.

My Job responsibility included the Client coordination, implementation and providing management and support at client as well as development center.

I worked on MS-Sql 7.00/Access/Oracle 8 and front end VB 6.0 and Crystal report version 6.0.

Vishesh Overseas

EDP Manager

January 1999 - September 2000 (1 year 9 months)

- Administration of SYBASE (DBA)
- Performing Data Warehousing
- Providing Solution Support
- Security and User Administration
- System Administration and Support

Iterate India Pvt Ltd

Senior Software Developer

July 1998 - January 1999 (7 months)

- Worked with various Client Server based development projects using VB/D2K/MSSQL having Oracle/MSSQL database as back end.
- Implementation of various ERP, Hotel Industry and Automotive Industry specific application
- Provided onsite solution Support which includes Customization, Identification of Product anomaly and enhancement requested by clients
- Re-engineering of software for OOPS and OODs

S S Consultants

Software Developer & Customer Support

January 1998 - July 1998 (7 months)

- Worked with various Client Server based development projects using VB/D2K/MSSQL having Oracle/MSSQL database as back end.
- Implementation of various ERP, Hotel Industry and Automotive Industry specific application

- Provided onsite solution Support which includes Customization, Identification of Product anomaly and enhancement requested by clients
- Re-engineering of software for OOPS and OODs

KARVY CONSULTANTS LTD

System Administrator, DBA & Developer

November 1994 - December 1997 (3 years 2 months)

- Administration of SYBASE (DBA)
- Performing Data Warehousing
- Providing Solution Support
- Security and User Administration
- System Administration and Support

Education

Avaya Learning

Avaya Interaction Center and Operational Analysts

Implementation · (2013 - 2013)

Scrum Alliance

CSM, ScrumMaster · (2012 - 2012)

Management

· (2001 - 2008)

Excel InfoTech Pvt Ltd

Two years masters course in Software Sciences, Software

Engineering · (1992 - 1994)

Delhi University

B.Com, Commerce · (1991 - 1994)