LINOY PAPPACHAN MALAKKARAN

PERSONAL SUMMARY

Solution Consultant with 13+ years driving enterprise digital transformation across global markets. Expert in cloud-native architecture design using Microsoft Azure. Proven track record improving system efficiency by 40% and reducing operational costs by 30% through strategic solution design. Specialized in stakeholder engagement, technical leadership, and managing cross-functional teams delivering scalable solutions handling 1M+ daily transactions across ERP, Logistics, Maritime, and Port Community Systems

PROFESSIONAL EXPERIENCE

Solution Consultant, 04/2020 - Current
Abu Dhabi Ports - Maqta Gateway LLC - Abu Dhabi, UAE

- Architected comprehensive low-code platform at Abu Dhabi Ports, enabling rapid development via drag-and-drop UI and microservices architecture.
- Led digital transformation initiatives at Maqta Gateway LLC, contributing to innovative trade facilitation solutions in UAE's maritime sector.
- Managed two flagship platforms: Maqta Port Community System and Advanced Trade and Logistics Platform, optimizing logistics operations and enhancing trade efficiency.
- Spearheaded MAMAR customs clearance solution development, streamlining processing across maritime, aviation, and terrestrial cargo channels.
- Engineered flexible survey system using Formio.js to enhance data collection capabilities and user experience across stakeholder touchpoints.
- Implemented Power BI analytics for BI Concession initiative, delivering actionable intelligence and predictive forecasting to stakeholders.
- Established CI/CD pipelines with Docker, Kubernetes, Jenkins, and Azure DevOps for automated deployment across environments.
- Mentored developer teams and provided technical guidance for architectural decisions, establishing coding standards across the digital innovation portfolio.

Technical Architect, 12/2016 - 03/2020
Emirates Post Group

- Led technical transformation of national postal service platform for nationwide customer base.
- Orchestrated development of Emirates Post Group's core infrastructure for critical operations.
- Architected and deployed integrated ecosystem featuring real-time communication and secure payment processing.
- Designed high-volume client-server payment processing system with POS integration across UAE market.
- Integrated diverse payment options through partnerships with FAB, Cyber Source, and Network International.
- Developed seamless architecture for courier services with back-office integration for logistics management.
- Implemented Universal Postal Union integration for global courier tracking and compliance.

CONTACT

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CORE TECHNICAL SKILLS

Cloud Platforms
- Microsoft Azure, AWS
- Google Cloud Platform

Programming Languages
- C#, Java, Python
- JavaScript, TypeScript, C++

Web Technologies
- HTML5, CSS3
- Angular, React, Vue.js

Backend Frameworks
- .NET Core, Node.js
- Java Spring Boot
- WPF, WinForms

APIs & Integration
- REST APIs, GraphQL, WCF
- Swagger/OpenAPI
- API Gateway

Databases
- SQL Server, PostgreSQL
- MongoDB, Oracle, Redis
- Vector Databases, Pinecone
- Qdrant

Messaging & Streaming
- RabbitMQ, Kafka
- Message Queuing
- MQTT Protocols

DevOps & Containerization
- DevOps, DevSecOps
- Docker, Kubernetes
- CI/CD Pipelines
- Infrastructure as Code

Senior Software Engineer, 04/2016 - 11/2016
Key Business Solution Keybs

- Spearheaded architecture and technical implementation of enterprise-grade client-server payment ecosystem across MENA region.
- Orchestrated complex integration of multi-channel service processing, specialized hardware, and external platforms in Angola, Bahrain, and Saudi Arabia.
- Designed Windows-based kiosk and point-of-sale solution with advanced backend communication protocols for proprietary services.

Software Engineer, 08/2015 - 04/2016
Enterprises System Analysis Technology

- Designed and implemented core ERP modules to enhance efficiency across multiple departments.
- Developed scalable architecture for comprehensive automation using workflow engines and custom applications.
- Created integrated solutions for product planning, cost management, and sales operations with real-time data synchronization.
- Established a custom framework for configuration-based auto-generation of forms, enabling low-code platform functionality.

Senior Software Engineer, 02/2015 - 08/2015
Suyati Technologies

- Spearheaded development of enterprise social media advocacy platform for real-time content distribution across Twitter, Facebook, LinkedIn, Instagram, and Pinterest.
- Developed content approval workflows and intelligent distribution algorithms with interaction capabilities and performance analytics.
- Created personal branding tools and implemented custom content recommendation engine with analytics dashboard for campaign performance insights.

Software Engineer, 03/2014 - 02/2015
Orion India System

- Developed enterprise applications including Analysis Engine Platform and Orion Program Management System with high-performance ETL solutions and intuitive SQL interface for complex data processing
- Created comprehensive visualization ecosystem for financial data presentation and cross-platform mobile solution for project management with real-time resource tracking

Technical Specialist, 06/2012 - 02/2014
Code Matrix Solutions

- Created MediMatrix SaaS application offering personalized nutrition values and dietary recommendations for hospitals and individuals.
- Implemented comprehensive management solution for Kannur Ayurvedic College, integrating academic operations, library management, and examination systems to enhance educational workflows.

Architecture
- Microservices, SOA
- Event-Driven Architecture
- Cloud-Native Architecture
- Domain-Driven Design
- CQRS, Saga Pattern
- Service Mesh
- Distributed Systems Design
- TOGAF, ArchiMate

AI & Analytics
- Generative AI, Computer Vision
- Azure ML, Azure Databricks
- Azure Synapse Analytics

IoT Technologies
- Azure IoT Hub
- Azure IoT Edge Hub
- IoT Gateway

Design Tools
- Archi, Astah
- Sparx Enterprise Architect
- Visio, Adobe XD, Miro

Workflow Management
- Camunda Platform 7/8
- BPMN 2.0, DMN, CMMN
- Flowable, K2 Workflow

Enterprise Solutions
- Sitecore CMS
- SAGE CRM Voxtron
- OutSystems, Confluence
- Distributed Systems Design

EDUCATION

- Master of Business Administration | Bharathiyar University | 2014
- Master of Computer Application | MG University | 2012
- Bachelor of Science in Computer Science | Calicut University | 2009
- Diploma in Hardware | Govt. Polytechnic College | 2006

CERTIFICATIONS

- TOGAF Enterprise Architecture Practitioner, 174881
- Microsoft Azure Solutions Architect Expert AZ-305, 72B2755D0FD762B4
- Microsoft Azure Administrator Associate AZ-104, 2D84707E63739F45
- Microsoft Azure Fundamentals AZ-900, 990511169
- Microsoft Specialist: Programming in HTML5, with JavaScript, and CSS3, 070-480
- Microsoft Specialist: Programming in MVC5, 070-486
- Oracle 10g database certification

KEY ACHIEVEMENTS

- Outstanding Performance Award, Emirates Post Group, 2019: Led digital transformation initiative, reducing operational costs by $2M annually through strategic architecture redesign and cloud migration
- Al-Futtaim Contact Center Solution Award, Emirates Post Group 2017: Improved customer satisfaction by 40% through innovative solution architecture and system integration
- Employee of the Month Award ESAT (2x): recognized for innovative solutions in system integration and enterprise architecture
- Co-founder of Socxo, built an enterprise social advocacy platform serving over 100 corporate clients with a scalable SaaS architecture

TECHNICAL ARCHITECTURE PATTERNS

- Architecture Patterns: Microservices Architecture, Domain-Driven Design, Service-Oriented Architecture, Cloud-Native Architecture
- System Design: CQRS, Saga Pattern, API Gateway Implementation, Performance Optimization, Distributed Systems Design
- DevOps & Infrastructure: DevSecOps, CI/CD Pipelines, Infrastructure as Code

CORE TECHNICAL SKILLS

- Cloud Computing: Microsoft Azure, AWS, Google Cloud Platform, DevOps, Docker, Kubernetes
- Enterprise Architecture: TOGAF, ArchiMate, Microservices, SOA, Event-Driven Architecture
- Programming Languages: C#, Java, Python, JavaScript, TypeScript, Java, C++, GraphQL
- AI and Machine Learning: Azure ML, Azure Databricks, Generative AI, Computer Vision, Azure Synapse Analytics
- IoT Solutions: Azure IoT Hub, Azure IoT Edge Hub, IoT Gateway, MQTT Protocols
- Architecture Tools: Archi, ArchiMate, Astah, Sparx Enterprise Architect, Visio, Adobe XD, Miro
- Backend Technologies: .NET Core, Node.js, Java Spring Boot, REST APIs, WCF, Sitecore CMS
- Frontend Technologies: Angular, React, Vue.js, HTML5, CSS3, WPF, WinForms
- Databases: SQL Server, PostgreSQL, MongoDB, Oracle, Vector Databases, Pinecone, Qdrant, Redis
- Integration Technologies: RabbitMQ, Kafka, API Gateway, Service Mesh, Message Queuing
- BPM Tools: Camunda Platform 7 and 8, BPMN 2.0, DMN, CMMN, Flowable, K2 Workflow, OutSystems
- Documentation: Confluence, Swagger/OpenAPI, Technical Architecture Documentation

DISCLAIMER

The above statements are true to the best of my knowledge and belief.