

**Job Title:** Amazon Connect Specialist (Contract)

**Experience Required:** 8–10 Years

**Location:** Remote

**Engagement:** Contract

**Budget:** Open to Quotation

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## About the Role:

We are rebuilding our flagship **Pharma Tech product** using a next-gen **AI-driven stack**. As part of this transformation, we are developing a **Medical Information Contact Center (MICC)** module, which will integrate deeply with **Amazon Connect** to deliver intelligent, scalable, and compliant communication solutions.

We are actively looking for a **highly experienced Amazon Connect expert** to help design, configure, and deploy the contact center integration for our MICC module. This is a hands-on contract opportunity for someone who has **real-world expertise** and can contribute from day one.

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## Key Responsibilities:

- Lead the configuration and customization of Amazon Connect for our AI-based MICC module
  - Design intelligent call flows, routing logic, IVR systems, and reporting dashboards
  - Integrate Amazon Connect with third-party systems and internal platforms via APIs
  - Implement real-time and post-call analytics using AWS services (e.g., Lambda, Lex, Polly, Transcribe)
  - Ensure the contact center meets Pharma industry compliance, scalability, and security requirements
  - Troubleshoot, optimize, and support ongoing improvements post-deployment
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## Required Skills & Experience:

- 8–10 years of experience in cloud-based contact center solutions

- **Proven expertise with Amazon Connect**, including deep configuration and customization
- Hands-on experience integrating Amazon Connect with AWS ecosystem: Lambda, Lex, Polly, S3, etc.
- Familiarity with contact center analytics, compliance standards (HIPAA preferred), and agent experience tools
- Strong understanding of voice and chat routing, call flows, and reporting structures
- Ability to work independently and deliver in fast-paced environments
- Excellent communication and documentation skills