ASHISH

Summary

Experienced Solution Architect specializing in AWS and Salesforce implementations, with a focus on custom CTI solutions and backend engineering for web and Android applications. Leading a team in an Agile environment, delivering solutions such as integrating call recordings and transcripts under the CTR object in Salesforce, and deploying custom voicemail solutions using CDK. Proficient in integrating Amazon Connect with Bedrock for Generative AI, implementing agent status searches, and automating outbound calls with AWS Pinpoint. Skilled in using Python Lambda functions and various AWS CI/CD services, with extensive experience working with clients across Australia, the US, Malaysia, and New Zealand. Willing to travel onsite as needed for roles requiring prompt solutions.

Professional Summary

- A result-driven professional with 8 years of experience in Cloud Computing, specializing in AWS Connect and Salesforce implementations.
- Proven expertise in Agile environments, utilizing tools such as Jira and ALM.
- Built CI/CD pipelines for Mercedes Benz using AWS resources like CodeStar, CodePipeline, and CloudFormation.
- Implemented various POCs, including creating Amazon Lex Bot contact flows and integrating them with other platforms.
- Developed real-time sentiment analysis on web UI graphs using WebSocket integration with Python Lambda, and automated tasks with CloudFormation Templates.
- Extensive experience with Lambda, AWS Connect, Omni Channel Platform, Service voice Cloud, Amazon Lex, AWS CLI, Serverless, SAM CLI, AWS Transfer, AWS Data Pipeline, and SaaS AWS services.
- Utilized PaaS toolkit, Kinesis, S3, RDS, and other core AWS services.
- Enabled communication between Lex, Lambda, and customers in AWS Connect projects; worked extensively with DynamoDB, Polly, Lex, Comprehend, S3, CodePipeline, CodeBuild, CodeDeploy, CodeCommit, CloudFormation, CloudWatch, CloudFront, WebSocket, and AppSync.
- Developed and automated voice chatbots using Amazon Lex and Amazon Connect, and designed solutions for claims routing.
- Involved in the Data modeling for workforce management projects, including managing forecasts, workplans, shifts, workgroups, tasks, and schedules.
- Developed voicemail features for contact center solutions and designed contact flows, customer queue flows, Lex bots, and Lambda functions.
- Developed Integration between SVC and amazon Connect. Implemented omnichannel Platform
  for agents and supervisor dashboard to monitor agent's Platform.
- Created and managed Amazon Connect queues, routing profiles, quick connects, and contact flows, and integrated Amazon Connect with CRM tools like Salesforce and ServiceNow.
- Analyzed historical metrics and contact searches, and integrated flows with Lambda functions and Lex bots.
- Led microservices-based projects using AWS GraphQL and AWS Amplify for deployment.
- Built solutions in cloud environments using Python, adhering to AWS security best practices.
- Implemented custom voicemail solutions for clients, upgrading CTI adapters in Salesforce, deploying voicemail solutions and Salesforce CTI Lambda packages across multiple regions using CDK, integrating Amazon Connect with Bedrock for Generative AI opportunities, and customizing agent status searches in Salesforce using AWS Lambda.
- Automated dialers for outbound calls using AWS Pinpoint.

- • Experienced in modern DevOps practices, using Git, JIRA, and ServiceNow, and maintaining compliance and security best practices in cloud deployments.

Skills
• Python (advanced backend integrations)
• AWS (Connect, Bedrock, Lambda, AppSync, Pinpoint, Lex, DynamoDB, CloudFormation, CDK, Terraform)
• Amazon Connect Contact Flows, Routing Profiles, Security Profiles, Analytics, and Contact Lens
• Salesforce CTI Integrations
• WebSocket & Real-time dashboards
• AppSync and GraphQL APIs
• CI/CD: CodePipeline, Jenkins, Docker
• DevOps: Git, JIRA, ServiceNow
• JSON, NoSQL, SQL
• JavaScript, Node.js
• RPA tools (UI Path, AssistEdge)
• Azure (Virtual Networks, Load Balancing, WebApps)

Work Experience
Code 1
December 2020 - Present
Project name: Resolution Life, Blue scope steel
KEY SKILLSET:
AWS, Aws DataPipeline, Aws Transfer, Amazon MQ, RabbitMq, AppSync ,Amplify, Python, SAM CLI,Json Scripting, Serverless framework, Python, NodeJs, GraphQl, RestAPI ,Lambda Function, DynamoDB, Amplify CLI
Responsibilities:
- Worked on data migration from on premise to cloud using AWS transfer service on SFTP protocol
- Developed a queuing service using Amazon MQ service and written python based lambda function to process queue data to ETL job
- Migrated data using AWS DataPipeline from 3rd part data services(Informatica Server) to s3 bucket via shell scripting.
- Deploying Aws Appflow using Aws CLI for migration of salesforce data into AWS s3
- Developed Voice Chat bot(Lex) Using Amazon Lex and Amazon connect in AWS
- Worked for a client to devleop/design a contact center solution on claims routing
- Developed a Voice Mail feature for conatct center solution
- Working on a product where we are desiginig a work force management solution to manage the agent's workplan/shifts/schedule. I am responsible to design a solution for mentioned use cases like how to create a workplan/shifts/tasks and how to assign multiple agents to a workgroup.
- Working on step function to manage multiple lambdas to get the forecast data for the agents and using forecasting we are creating a schedule of agents.
- Developed a solution where we are doing clean up of dynamodb using ttl feature.
- Worked on a integration of Amazon connect with CRM tools like salesforce and service now .
- Worked on a project where we are creating the alert mechanism to client based web application for any of the failed orders/job using lambda function/ses/event bridge.
- Developed a solution for monitoring of errors into client system and gave the solution of monitoring .

- Dealt with multiple types of file like cxml/json/pdf and image file slike jpg/jpeg/png conversion of files to each other using python libraries like ffmpeg.
- Developed a solution of generation the tags(labels/text/celebrity) using Aws rekognition service.
- Developed a solution to integrate third party application with in house application using python lambda function and many other aws services.
- Dealing with the data modeling for the wfm project for every new use case like how to manage forecast/workplan/shifts/workgroup/task/schedule.
- • Implemented DevOps pipelines using AWS CodePipeline, CodeBuild, and CDK for infrastructure automation and deployments across environments. Managed CI/CD workflows for Lambda deployments, Contact Flows updates, and Salesforce integrations, ensuring seamless releases and rollbacks.
- Worked on a project name is agile service desk based on amazon connect contact center solution.There we have developed custom ccp and integarted it with other contact center features like creation of service desk tickets/handling customer calls on agent dashboard/ getting the weekly/daily reports of agents /creation of new users from the dasbhaord itself .

Senior System Engineer
November 2019 – Dec 2020
MPHASIS
Project Name: Vhi Health Care
KEY SKILLSET:
AWS, Azure, AppSync , Step functions, Pinpoint, Amplify, Python, , Json Scripting, Serverless framework, Python, NodeJs, GraphQl, RestAPI ,Lambda Function, DynamoDB, Amplify CLI
Responsibilities:
- Working in a Agile environment.
- Developing a Single homepage application for a company website where user can consume every service of a client on a single homepage and it will become more user friendly and integrating it with Appsync API to get the api response faster and accurate
- Migrated the current Graphql node application to cloud using Aws services like Amplify , Appsync, Lambda, Pinpoint, RDS Aurora Serverless, Dynamo DB, API Gateway.
- Worked on a token management in a node session.
- Calling the third party API and modifying the response using node the backend.
- Created mutation, resolvers, query, schema for AppSync.
- Deploying Graphql API, Lambda function ,Dynamo DB,S3 using Amplify .
- Experience in implementing Lambda functions using Aws python SDK Boto3.
- Created a CI/CD pipeline for entire project Github, Jenkins and docker. And automated the whole process

Business Technology Analyst
February 2019 – November 2019
Deloitte
Project Name: Hotel & Banking Project
PROJECT SUMMARY
We have vigorously worked on automating call center. By achieving real time customer care experience from a machine with advanced AWS Services Like: Aws Connect, Aws Lex, Aws Lambda, Python Autocorrection Algorithm.
KEY SKILL SET
AWS Resources Stack:

AWS Connect, Amazon Lex, Aws Amplify, Polly, Lambda, DynamoDB, API Gateway, WebSocket, AppSync, Serverless framework,CodeStar, CodeCommit, Codebuild, Codedeploy, Cloudformation, CodePipeline, EC2, CloudWatch, S3, Amazon Comprehend, AWS Transcribe, Aurora Serverless RDS, Cron Expressions

Programming stack:
- Advanced Python for backend and integration part
- Advanced SQL
- JavaScript for integration and front-end part
- Json/Yaml for requirements like CloudFormation

System Engineer
December 2016 - January 2019
Project Name: Resolution Life, Blue scope steel
Infosys
KEY SKILLSET:
AWS, Azure, Appsync, Python, Azure PowerShell Scripting, Json Scripting, Anaconda Python, RPA Tool UI Path, Assist edge, Git Hub, Vim Editor, AWS Lambda, S3, VPC, EC2, Azure Load Balancer, WebApps, Virtual Machines, Virtual Networks, Storage, Backup, Azure AD, Azure Site Recovery, WebApps, Azure SQL Database.

Responsibilities:
- Worked on a android application in a backend team on Appsync, Lambda, SNS, RDS Aurora Serverless, Dynamo DB, API Gateway.
- Worked on a POC where we are extracting text from pdf file and processing the data into db using Python
- Experience in Azure cloud infrastructure services.
- Knowledge on Azure Networking Core components and Load Balancing
- Deploying Web apps to Azure through Visual Studio, creation of web app through Visual Studio.
- Automated a desktop-based Application Using RPA Assist Edge Tool
- Automated Service now ticketing tool using RPA tool for a client.
- Experience in implementing Lambda functions using Aws python SDK Boto3.
- Created a CI/CD pipeline(Code Pipeline) for lambda using AWS Dev-Ops tools like Code commit, code build, code deploy and CloudFormation etc. And automated the whole process
- Provisions and management of instances. Re-Creation of instances using PS, Scale UP / Down of VMs. Changing Cloud Service with minimal Downtime. Removal and Deletion of VMs.
- Configuring the Connection between Cloud and On premise based on the requirement(Vnet-Vnet, Site-Site, Point - to - site, Vnet Peering)
- Azure Storage account creation and management.
- Configuring Backup in Azure for taking backup of VM and application

Achievements
- Responsible for building optimized algorithm for chat bot with Autocorrection enabled in English Language .
- Automated Lex bot creation using CloudFormation and Excel Sheet in such a way that even a naive person with zero coding knowledge can scale up a Lex bot, modify/ add/ remove intents and utterances.
- Implemented Real time sentiment analysis on web UI Graph Using Web Socket API integrated with python Lambda code

- Implemented Real time sentiment analysis on Agent web UI Using web socket integration with python Lambda code. And automated the task using CloudFormation Templates end to end by placing calls.
- Integrated Agent UI and Supervisor UI to monitor Agent performance and enhancement Using web socket integration with python Lambda code. And automated the task using CloudFormation Templates end to end by placing calls.
- Experience in implementing cross Lambda functions.
- Experience in Serverless as well.
- Automated voicemail Implementation using Cloudformation

Certifications
- AWS Cloud Certifcations

- AWS Solution Architect Professional

- AWS Solution Architect Associate

- AWS Developer Associate

- Azure Cloud Certifcations

- Implementing Microsoft Azure Infrastructure Solution(70-533)

Education
- Bachelor of Engineering I June 2016
- Senior Secondary With 84.20% I June 2012