

## Our Opportunity:

At Chewy, we believe in building innovative and customer-centric solutions while fostering an inclusive and diverse workplace. We are seeking a Software Engineer with expertise in AWS technologies and Genesys contact center solutions to join our team. This role will be responsible for crafting, developing, and deploying scalable cloud-based applications while integrating with Genesys contact center platforms. The ideal candidate will have a strong background in building high-performance, secure, and resilient applications using AWS services. You will collaborate with cross-functional teams to drive innovation, optimize customer interactions, and improve Chewy's contact center experience. If you are passionate about cloud computing, modern software development, and delivering impactful solutions, we'd love to hear from you!

## What You'll Do:

- Design, develop, and deploy scalable applications by bringing to bear AWS cloud technologies.
- Implement and optimize applications integrating with Genesys contact center solutions.

- Develop, test, and maintain high-quality, reusable, and reliable code using modern programming languages (e.g., Node.js, Python, or Java).
- Architect and implement microservices-based solutions and serverless applications in AWS.
- Craft and develop APIs and integrations with AWS services and third-party platforms.
- Ensure application performance, scalability, and security through standard methodologies.
- Collaborate with cross-functional teams, including DevOps, security, and vital team Members, to deliver high-impact solutions.
- Fix and resolve difficult technical issues in cloud-based environments.
- Implement CI/CD pipelines and automation to streamline deployment processes.
- Know the latest with standard methodologies for AWS and Genesys, promoting innovative solutions.

## **What You'll Need:**

- Bachelor's degree in Computer Science, Information Technology, or a related field with equivalent experience.
- Minimum of 3 years of software development experience, with expertise in AWS cloud services.

- Experience integrating and implementing solutions related to Genesys contact center platforms.
- Strong programming skills in Node.js, Python, or Java.
- Hands-on experience with AWS services such as Lambda, API Gateway, DynamoDB, S3, EKS, and Step Functions.
- Proficiency in crafting and developing RESTful APIs and event-driven architectures.
- Understanding of infrastructure as code (AWS CloudFormation, Terraform).
- Familiarity with DevOps practices, CI/CD pipelines, and containerization (Docker, Kubernetes).

## Nice to Have:

- Experience with AI-powered contact center solutions, including AWS Connect and Genesys AI capabilities.
- Familiarity with real-time communications, such as WebRTC.
- AWS certifications (e.g., AWS Certified Solutions Architect, AWS Certified Developer, AWS Certified DevOps Engineer).
- Experience with event-driven architectures using AWS services like SNS, SQS, or Kinesis.
- Hands-on experience with observability tools like AWS CloudWatch, Dynatrace, or Datadog.
- Experience with large-scale, high-availability distributed systems.

- Familiarity with contact center analytics and reporting solutions.
- Strong understanding of Agile methodologies and experience working in Agile teams.

Chewy values diversity and inclusion. We support ADA and similar law accommodations. Contact [CAAR@chewy.com](mailto:CAAR@chewy.com) for assistance.

If you have a question regarding your application, please contact [HR@chewy.com](mailto:HR@chewy.com).

To access Chewy's Customer Privacy Policy, please [click here](#). To access Chewy's California CPRA Job Applicant Privacy Policy, please [click here](#).