

SKILLS: JavaScript, Python, C#, React, React-Native, Redux, Flask, Express.js, Node.js, PostgreSQL, SQL, Amazon Connect, Amazon Lex, Amazon Lambda, HTML, CSS, Git, Heroku, Docker, AutoCad, [AWS Certified Cloud Practitioner](#), [Google Play Store Listing Certified](#), [Hubspot SEO Certified](#), Scrum Certified, Jira Certified, Kore AI Bots.

IT & GENERAL BUSINESS CORE COMPETENCIES: Requirements Elicitation, Data Research/ Analysis, Testing/Diagnostics, Troubleshooting, Project Management, System Integration, Client Centric focus, Vendor Management, SaaS implementations

TECHNICAL EXPERIENCE & PROJECTS:

Ameda Inventory Tracking System *Node/Express, Redux, ReactJS, AWS RDS, Microsoft Sequel Server*

A Medical Device maintenance and inventory tracking application.

- Engaged in architectural discussions with the product owner and stakeholders .
- Developed all UI/UX components of the application for ease of use.
- Configured AWS RDS server and ensured high availability architecture in deployment to the cloud

Yome *Python, Flask, Redux, ReactJS, Docker, Heroku, PostgreSQL*

[github](#)

An invoicing and client management application.

- Utilized Redux to store invoice / client data to create an intuitive UI / UX by displaying on easy-to-read dashboards.
- Incorporated Bcrypt library into user authentication to provide increased privacy and security of client information.
- Implemented Docker to deploy and increase later scalability of collaboration

Kare *Node Js, AWS Pinpoint, Amazon Connect, SNS, Lambda, EC2, DynamoDB, App Flow, Cloud Formation*

Health industry enterprise application.

- Own code end-to-end from design to development and work closely with senior technical leaders within the team and across AWS.
- Have a sound understanding of computer science fundamentals and practical industry experience, working across the stack with technology involving modern web, SOA, NoSQL databases, AI, ML, Big Data and more.
- Working on the cutting edge of innovative AWS products and services.
- Maintaining domain knowledge and expertise in enterprise call centers, workforce management, Artificial Intelligence and CRM platforms.
- Implemented and extended frameworks and methodologies commonly used by enterprises to assess, migrate, and transform the call center experience.
- Setting-up and configuring AWS services in-line with best practices

ADDITIONAL EXPERIENCE:

US Rater-Telus International

Aug 2023 - Present

- Analyzed and evaluated text, web pages, images, and various information types to provide insightful feedback for leading search engines.
- Reviewed search query results with precision, assessing and rating them based on relevance to enhance overall search engine performance.

Software Engineer -App Agency Pro

Jan 2023 - Present

- Developed and implemented full stack web applications using modern technologies such as HTML/CSS, JavaScript, and Python, ensuring high performance and responsiveness for seamless user experiences.
- Led the design and development of scalable and secure solutions in Amazon Web Services (AWS) cloud environment, utilizing services like EC2, S3, Lambda, and DynamoDB to meet client requirements and optimize system performance.
- Collaborated with cross-functional teams to gather and analyze business requirements, translating them into technical specifications and architecting robust solutions that align with industry best practices and client objectives.
- Demonstrated expertise in integrating Amazon Connect with various AWS services and third-party applications to create seamless omnichannel communication solutions.
- Experienced in troubleshooting and resolving complex technical issues related to Amazon Connect, ensuring high system reliability and minimal downtime for uninterrupted customer support.

Amazon Connect Software Engineer-Cognizant Technology Solutions (Contractor)

Sep 2022 - Jan 2023

- Ensure client success building and launching Amazon Connect , and other Contact Center Technology solutions.
- Assist enterprise clients on the value proposition of the organization, and participate in architecture of solutions deployed in the cloud.
- Leverage AWS services such as Connect, IAM, Lambda, DynamoDB, RDS, Lex, Pinpoint, S3 to provide dynamic Contact Center Agent and Customer Experiences.

- Product Production Manager / Project Manager / CAD Designer** –R.J. Staab Stone Company Jan 2020 – Oct 2020
- Built an inventory tracking, quality assurance, and production tracking tool that cut down product wastage by 60% to provide for decreased operating costs and 20% decreased production times.
 - Designed using AutoCAD software, as well as managed the fabrication and installation of a new product line.
- Project Engineer / Estimator** – Gayanga Co. Nov 2016 – Jan 2018
- Created project proposal responses to bid and win governmental contracts serving as the licensed Qualifying Officer in the first year of business.
 - Collaborated with software developers as a product tester for software designed for reporting to Federal, State and Local regulatory agencies.
 - Utilizing project management and team workflow applications managed a 4 person office staff and a 10 member field operations team to deliver timely project completion.

EDUCATION:

- Quintrix Solutions** – AWS and Amazon Connect Training 2022
- 10 Week Amazon Connect Architect Training, Relevant Coursework; S3, Lambda, Pinpoint, Polly, Kinesis, Lex, Athena, CloudFormation. Custom Architecture to create Contact Center in the Cloud, Chat Widgets, Storing data in RDS and Amazon DynamoDB
- AppAcademy** – Full Stack Software Engineering 2021
- Intensive 6 month, 1000 + hr Full Stack Web Application Development Program. Relevant Coursework: Object oriented programming (OOP), Test driven development (TDD), Computer Science Principles
- Eastern Michigan University** – Product Design and Development 2013
- Design, model, materials study, and prototyping, Engineer Intellectual Property