

SKILLS: JavaScript, Python, React, React-Native, Redux, Flask, Express.js, Node.js, PostgreSQL, SQL, Amazon Connect, Amazon Lex, Amazon Lambda, HTML, CSS, Git, Heroku, Docker, [AWS Certified Solutions Architect - Associate](#) , [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:

ToolByte AWS Connect, ChatGpt

Knowledge base Integration GPT model 4 into chatbots for AI automated text responses

- Developed a sophisticated chatbot system capable of handling a wide range of customer inquiries, utilizing GPT-4's advanced language understanding and generation capabilities.
- Integrated the chatbot seamlessly with Amazon Connect to provide real-time customer support, reducing call volume and improving overall customer satisfaction.
- Implemented AI-driven automation for routine tasks such as appointment scheduling, order tracking, and FAQ responses, freeing up human agents to focus on more complex issues.

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

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:

Software Engineer -App Agency Pro

Jan 2023 - Present

- **Demonstrated proficiency in configuring advanced Amazon Connect features** such as Omni-Channel routing, Call Recording, and integrations with third-party services. Implemented robust security strategies to protect sensitive customer data and maintain compliance with industry stand
- **Architected and implemented scalable Amazon Connect solutions** leveraging AI technologies like Amazon Q and Lex to enhance customer self-service capabilities and reduce operational costs. Successfully integrated CI/CD pipelines for automated deployments and auto-scaling, ensuring efficient and reliable service delivery.
- **Provided expert pre-sales support** by crafting compelling proposals and solution architectures that addressed complex client needs. Collaborated closely with internal and external stakeholders to ensure successful project execution, from design to deployment.
- 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.
- 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