Matt Milzewski

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Key skills

Languages & Frameworks

- JavaScript/Node.js, TypeScript, Python, Go, Java, PHP, REST APIs, GraphQL

AWS & Cloud Technologies

- Lambda, API Gateway, DynamoDB, S3, AWS Connect, CloudFormation, EventBridge, Kinesis, CloudWatch, IAM, Lex, Step Functions, SNS/SQS

DevOps & IaC

- GitLab CI/CD, Terraform, Terragrunt, CloudFormation, monitoring & alerting (New Relic), automated deployments, serverless CI/CD pipelines

Tools & Platforms

- Salesforce CTI adapters, Appian, Docker, Kubernetes, microservices architecture, Git

Software Engineer and Cloud Engineer with 5+ years of experience designing, developing, and deploying large-scale serverless systems at Telstra. Specialised in AWS (Lambda, API Gateway, Connect, CloudFormation, DynamoDB, Kinesis) and backend development using Node.js. Proven track record building automated contact centre infrastructure from the ground up, integrating Salesforce, creating CI/CD pipelines, and delivering high-volume customer-facing systems handling **50,000+ calls** and **20,000+ live chats** per month. Strong background in API development, event-driven architecture, infrastructure-as-code, and scalable cloud-native solutions.

Professional Experience

Software Engineer / Cloud Engineer

Telstra – Brisbane, QLD | Feb 2021 – Present

Cloud Engineering & Serverless Development

- Designed and built an entire **AWS Connect contact centre**, now handling **50,000+ calls/month**, including routing profiles, queues, contact flows, and automated operational workflows.
- Developed **dozens of Lambda functions** in Node.js to support real-time call flows, including:
  - Customer lookup via Salesforce API
  - Automated case creation and updates
  - NBN outage lookups via internal APIs
  - Custom contact attribute injection for agent routing
- Architected integrations for two separate Salesforce instances using the SF CTI adapter, including full migration from legacy environments.

API & Backend Development

- Built RESTful services and Lambda-based microservices enabling real-time data exchange between AWS Connect, Salesforce, and internal APIs.
- Implemented event-driven workflows using **EventBridge**, **Kinesis** (data streaming), and **CloudWatch events**.

Concepts

- Serverless architecture, event-driven design, contact centre engineering, data pipelines, integration engineering, secure coding, SDLC/Agile

Business & Stakeholder Management

- Cross-functional team collaboration
- External vendor liaison and issue resolution
- Technical documentation and specifications
- Solution compliance with Information Standards and Policies

Education

Bachelor of Information Technology (Major: Computer Science)

Queensland University of Technology | Graduated 2020

Diploma of Software Development

TAFE Queensland | Graduated 2018

Infrastructure as Code & Automation

- Developed full **CI/CD pipelines in GitLab**, automating testing, packaging, and deployment of serverless applications.
- Built reusable CloudFormation stacks to automatically deploy:
  - Lambda functions
  - IAM roles & policies
  - AWS Connect queues, routing profiles, and contact flows
  - Monitoring & alarms
- Used Terraform/Terragrunt to provision New Relic alerts and automate monitoring across environments.

AI/Chat & Customer Experience Systems

- Built and deployed the **Belong.com.au support live chat system**, including Lex integration for automated responses and content suggestions. Now supports **20,000+ chats per month**.
- Developed intelligent triage flows providing users with self-help articles before routing to agents.

Business Impact

- Helped transform call handling from a basic support ticket system into a **fully automated, scalable contact centre** with IVR, chat, and personalised routing.
- Improved operational efficiency by reducing manual updates and enabling WFM teams to adjust messaging dynamically via an Appian-built service.
- Reduced incident resolution time by implementing automated health checks and proactive alerts.

Professional Interests

- Cloud-native software engineering • Serverless architecture • API design • Enterprise integrations • Data engineering • Automation • Contact centre engineering

References available upon request