

Gregory Dobrer

AWS Connect Architect/Developer

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Dear Hiring Manager,

I am writing to express interest in AWS Connect-related opportunities within your organization. I bring extensive experience designing, implementing, and optimizing cloud-based contact center solutions, with a strong emphasis on scalability, security, and operational efficiency.

Throughout my career, I have led end-to-end delivery of complex Amazon Connect deployments, integrating voice, chat, and digital channels with enterprise systems including CRM platforms and workforce management tools. My expertise includes architecting highly resilient, cloud-native environments, driving successful migrations from legacy systems, and implementing AI-driven automation using services such as Amazon Lex, Lambda, and Bedrock.

I am well-versed in regulatory and security compliance, with hands-on experience in environments requiring adherence to PCI-DSS, HIPAA, GDPR, and CCPA. I prioritize stakeholder alignment and clear communication across business and technical teams, ensuring transparency, accountability, and business outcome focus.

In addition to project leadership, I actively promote innovation through proof-of-concept initiatives, continuous improvement frameworks, and vendor management strategies. My goal is always to deliver measurable impact through intelligent, secure, and resilient customer experience solutions.

I would welcome the opportunity to contribute to your team's success and explore how my background in AWS Connect architecture can support your organizational goals.

Best regards,

Gregory Dobrer