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## SUMMARY OF QUALIFICATIONS

Architect Amazon Connect contact center platforms supporting high-volume, customer-facing environments. Define contact flow structures, routing strategies, queue models, and contact attribute schemas aligned with complex customer journeys. Integrate Amazon Lex V2, Amazon Bedrock, Amazon Q in Connect, QnABot, Amazon OpenSearch Service, and Amazon Kendra to implement conversational IVR, agent assist, post-interaction summarization, and retrieval-augmented knowledge workflows. Develop Python-based AWS Lambda services and orchestrate event-driven contact lifecycles using Amazon EventBridge. Architect observability using Amazon Connect Contact Lens, OpenSearch Dashboards, and Amazon QuickSight to analyze interaction data, AI usage, and operational performance. Operate Amazon Connect environments within AWS Control Tower and Landing Zone frameworks, supporting multi-account governance, account boundaries, guardrails, logging, and security baselines aligned with enterprise operating models. Define SLAs and SLOs for availability, latency, and error budgets, and design single-Region and multi-Region Amazon Connect architectures aligned with PCI DSS, HIPAA, and SOC 2 requirements.

## PROFESSIONAL EXPERIENCE

### **Amazon Connect Solutions Architect | Voice & Wireless LLC, Baytown, TX | 2017 to Present**

- Architect Amazon Connect platforms across AWS accounts, defining instance topology, contact flow architecture, routing decision logic, queue models, prompt hierarchies, hours-of-operation logic, and contact attribute schemas. Engineer end-to-end voice and chat channel behavior by modeling interaction state, attribute propagation, and routing decision points within Amazon Connect contact flows.
- Engineer conversational IVR systems using Amazon Lex V2, defining intent models, slot schemas, dialog control, error recovery paths, and fallback strategies. Develop Python-based AWS Lambda services to process contact attributes, invoke Amazon Bedrock models for text classification, summarization, and retrieval-augmented generation, and return structured responses to Amazon Connect. Orchestrate contact lifecycle and AI workflows using Amazon EventBridge.
- Establish Knowledge Base Automation using QnABot backed by Amazon OpenSearch Service and Amazon Kendra. Define ingestion pipelines, document indexing strategies, intent coverage models, and multilingual retrieval logic. Integrate Bedrock-backed retrieval-augmented generation workflows and bind structured outputs to Amazon Connect and Amazon Q in Connect.
- Integrate Amazon Connect with Salesforce Service Cloud Voice, embedding the Amazon Connect CCP and binding interaction context, contact attributes, and agent state to Salesforce case workflows and agent workspaces.
- Define and deploy infrastructure using AWS CloudFormation templates authored in JSON and YAML, including Amazon Connect integrations, IAM roles, Lambda services, logging pipelines, and EventBridge rules. Structure Amazon S3 storage for call recordings, analytics data, and AI workflow artifacts.
- Engineer hybrid telephony architectures using Amazon Chime Voice Connector, SBCs, and carrier interconnects. Define DNS routing and failover models for PSTN connectivity. Analyze SIP signaling using

ladder diagrams and SBC traces. Resolve WebRTC connectivity issues involving DNS resolution, TLS negotiation, TURN and STUN traversal, NAT behavior, jitter, packet loss, and QoS constraints.

- Architect Amazon Connect environments within AWS Control Tower and Landing Zone frameworks, supporting governed deployments across one or more AWS Regions using multi-account structures, guardrails, centralized logging, and security baselines. Define observability models including logs, metrics, dashboards, and alarms for interaction data, routing behavior, Contact Lens analytics, and AI invocation workflows. Build Kibana / OpenSearch Dashboards and Amazon QuickSight summaries to visualize usage, performance, and operational trends.
- Define and operationalize SLAs and SLOs for Amazon Connect workloads, including availability, latency, and error budgets. Map industry compliance requirements (PCI DSS, HIPAA, SOC 2) to Amazon Connect, Contact Lens, S3, Lambda, OpenSearch, and Kendra data flows using IAM boundaries, encryption at rest and in transit, logging, retention policies, and audit evidence generation. Deploy and operate Amazon Connect workloads across AWS Control Tower-managed accounts, aligning infrastructure, IAM boundaries, logging, and networking with Landing Zone guardrails and account separation requirements.
- Construct isolated proof-of-concept environments to validate Amazon Lex V2 dialog models, Amazon Bedrock invocation patterns, QnABot and Kendra retrieval workflows, Salesforce Service Cloud Voice integration, and Amazon Q in Connect.

#### **UC & Collaboration Telephony Architect | Cisco Select & SMB Channel Partner | McLean, VA | 2005 to 2017**

Architect enterprise VoIP, PBX, and hybrid telephony systems supporting mission-critical workloads, including emergency dispatch and PSAP environments. Define geo-redundant SIP architectures with resilient routing, failover controls, carrier continuity, and E911 compliance. Lead migrations from legacy Avaya and Genesys contact center platforms to Cisco UCCE and UCCX architectures, including call routing logic, IVR flows, agent queues, and carrier integrations. Integrate Cisco Unified Communications with Tier-1 SIP carriers and existing PBX environments using hybrid SIP and PRI topologies with staged modernization paths and high-availability call control. Build and operate a redundant corporate telephony system on AWS using Asterisk, implementing SIP trunking, high-availability call routing, and failover mechanisms to support cloud-based voice workloads alongside on-prem systems.

#### **Telephony & Infrastructure Engineer | FBR & Co., Arlington, VA | 08/2003 to 09/2005**

Engineer enterprise voice and data infrastructure supporting low-latency trading and back-office environments. Design and operate Cisco CallManager clusters, Unity voicemail systems, voice gateways, PRI circuits, and analog integrations. Engineer LAN and WAN connectivity, firewall and VPN controls, and voice quality enforcement across converged networks. Define and execute failover models, disaster recovery procedures, and controlled production changes for voice and network platforms.

#### **Senior Consultant | KPMG / BearingPoint, McLean, VA | 12/2000 to 07/2003**

Engineer enterprise telephony architectures using CUCM 3.x, MGCP, H.323, and SIP. Support ISDN PRI and FXO interoperability and deliver POC, pilot, and production implementations for PBX migration, SIP integration, ISDN trunking, and distributed voice gateway rollout. Perform signaling analysis, call-flow modeling, and multi-site interoperability testing and execute staged TDM-to-SIP transitions. Build converged WAN, LAN, campus, and data center infrastructure supporting voice, video, and data communication. Design and validate network architectures using BGP, OSPF, and EIGRP and implement MPLS, VPN, firewall, and ACL security controls. Optimize WAN and LAN circuits using NetForge traffic generators to validate throughput, jitter, latency, QoS performance, and routing functionalities.

#### **Network Engineer 3 | CAIS Internet, McLean, VA | 02/1995 to 11/2000**

Engineer ISP-scale network infrastructure across backbone, regional, and customer-access environments. Build and optimize WAN and LAN segments using BGP, OSPF, and EIGRP, configure routers, switches, and firewalls,

and implement ACL, VPN, and security controls for enterprise and residential connectivity. Support data center routing, multi-homed Internet connectivity, and peering relationships to ensure reliable throughput and uptime across high-demand environments. Execute national ISP network upgrades, route traffic across redundant backbone paths, validate backbone performance and capacity, and maintain service availability for commercial and government customers. Integrate early wireless access solutions and provide escalation support for complex routing, switching, and security events across distributed ISP infrastructure.

## **APPENDIX: CERTIFICATIONS AND ACCREDITATIONS**

The appendix below provides a consolidated view of my certifications, technical coursework, and verified professional achievements. A complete ZIP archive of my verified certifications and supporting credentials is available for secure download at <https://certs.voiceandwireless.com>

### **Amazon Connect & Contact Center**

Amazon Connect Communications (2022), Amazon Connect Chat Deployment (2022), Amazon Connect Business (2022), Salesforce Contact Center with Connect (2022), Implementing Chat in Connect (2025), Amazon Connect Reporting and Metrics (2025), Amazon Connect Contact Lens (2025), Amazon Connect Built Custom CCP (2025), Amazon Connect Agent Applications (2025), Amazon Connect Best Practices (2025), Amazon Connect Console Fundamentals (2025), Amazon Connect Voice Intermediate (2025), Amazon Connect Omnichannel CX (2025), Amazon Connect EventBridge Intermediate (2025), Amazon Connect Customer Profiles Fundamentals (2025)

### **AWS Serverless, Integration, and Cloud Architecture**

AWS Lambda Foundations (2023), Amazon API Gateway for Serverless Applications (2023), AWS Cloud Quest Cloud Practitioner (2023), AWS Well-Architected Badge (2023), AWS AMS Advanced Disaster Recovery (2025)

### **AI, Generative AI, & Amazon Q**

Amazon Q Developer Introduction (2023), Amazon Q Introduction (2023), Amazon Q Business Getting Started (2024), Amazon Q Developer Getting Started (2024), Amazon Q Developer Knowledge Badge Assessment (2024), Generative BI with Amazon Q in QuickSight (2024), Amazon Q Generative AI Assistant Learning Plan (2025), RAG Applications Lab with Amazon Bedrock KB (2025)

### **AWS Partner Accreditations**

AWS Partner Accreditation Technical (2022), AWS Partner Amazon Connect Technical (2022), AWS Partner Amazon Connect Business (2022), AWS Partner Cloud Economics (2022), AWS Partner Sales Accreditation Business (2022), AWS Partner Migrating to AWS Business (2022), AWS Partner Generative AI Essentials (2023), AWS Partner Generative AI Sales (2023), AWS Partner Amazon Connect Technical 2025 (2025), AWS Partner Well-Architected Best Practices Technical (2025)

### **Salesforce & Amazon Connect Integration**

Salesforce with AWS Basics to Business Innovation (2022), Salesforce with Amazon Connect Technical (2022), Salesforce with Amazon Connect Business (2022)

### **Cloud Foundations**

AWS Cloud Quest Cloud Practitioner (2023)

### **Cisco Certifications**

Cisco Select Partner (2010-2011) | Cisco SMB Specialized Partner (2010-2011) | CCIE Voice Written (2008) UCCX and IP-IVR Deployment (2006) | Covad VoIP Engineer and Technician (2005) | CCNA (2000)