



# Mamun Khan

## CONTACT

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## AWS CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Certified Cloud AI Practitioner
- AWS Solution Architect Associate
- AWS Security Engineering Specialty
- AWS Solution Architect Professional
- HashiCorp Terraform Associate (003)

## SOFT SKILLS

- Excellent oral and written communication skills
- Building strong customer relationships
- Interpersonal and Organizational Skills
- Possess flexible and detail-oriented attitude
- Problem Solving and Analytical Skills
- Excellent team member

## TECHNICAL SKILLS

- HTML - Advanced Level
- CSS - Intermediate Level
- JAVASCRIPT – Advanced Level
- REACT - Intermediate Level
- SQL – Advanced Level
- TERRAFORM - Advanced Level
- PYTHON - Basic Level

## EDUCATION

- Master of Science:** Public Health Research  
**The University of Edinburgh** - Edinburgh, EDH
- Bachelor of Science:** Nutrition & Food Science  
**University of Dhaka** - Dhaka, Bangladesh

## PROFESSIONAL SUMMARY

Highly motivated and results-driven Cloud Specialist with a strong focus on AWS cloud technologies. Holding 5 AWS certifications, including AWS Certified Solutions Architect – Professional and Security Specialty, I have a robust understanding of AWS cloud services, particularly in designing and maintaining scalable and secure contact center solutions. Proficient in leveraging Amazon Connect, Amazon Lex, Amazon Lens, Amazon Bedrock along with other AWS services such as API Gateway, Lambda, DynamoDB, Glue, Athena and S3, I excel in integrating and optimizing cloud infrastructures for enhanced performance. My expertise in Infrastructure as Code (IaC) using Terraform and developing automation scripts using JavaScript has led to significant operational efficiencies. Passionate about delivering high-quality solutions, I am committed to driving technical excellence and innovation in dynamic environments.

## WORK HISTORY

- Cloud Solution Engineer** 10/2024 – Present  
**Digital Cloud Advisor – London**
- Leveraged AWS services, including Amazon Textract, Amazon Bedrock, AWS Lambda, and DynamoDB, to automate invoice processing. User-uploaded invoices were extracted, analyzed, and securely stored in a DynamoDB table.
  - Designed and developed a hotel-focused AI application utilizing Amazon Bedrock, AWS Lambda, Amazon Cognito, React, SNS, and Pinpoint to enhance user experience through personalization and real-time engagement.
  - Implemented Infrastructure as Code (IaC) using Terraform to automate the deployment of scalable and secure AWS infrastructures.
- Cloud Support Specialist** 01/2023 – 10/2024  
**Cloud Fundamental Limited - International House, London**
- Utilized in-depth knowledge of Amazon Connect, focusing on the integration of various AWS services such as Amazon Kinesis, Amazon Glue, Amazon Athena, AWS Lambda, Amazon S3 and DynamoDB into the Amazon Connect solution.
  - Utilized Amazon Lex to create conversational interfaces, resulting in more intuitive and engaging interactions for customers.
  - Created robust, interactive survey dashboards using Grafana, AWS Lambda, DynamoDB, and Athena to provide insights on customer satisfaction and feedback.
  - Applied IaC principles using Terraform for the effective implementation and management of AWS services.
  - Implemented advanced Amazon Connect configurations including Customer Profiles and Voice ID.
  - Actively stayed current with new AWS services and features to identify opportunities for integration and improvement.

- AWS Academy Student & Mentor** 06/2021 – 01/2023  
**AWS Academy with Optima IT – Greenway, Harlow**

- Gained hands-on experience in AWS Cloud technologies through real-world, scenario-based projects and practical labs.
- Engaged in diverse projects and group activities, designing and deploying highly available, fault-tolerant solutions tailored to customer requirements.