CONTACT

- 92 Leslie Road, London E11 4HG
- 07902636499
- mamun_infs@yahoo.com

AWS CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Certified Cloud AI Practitioner
- AWS Solution Architect Associate
- AWS Machine Learning Associate
- AWS Machine Learning Speciality
- AWS Data Engineer Associate
- AWS Security Engineering Specialty
- AWS Solution Architect Professional
- HashiCorp Terraform Associate (003)

SOFT SKILLS

- Excellent communication skills
- 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

Mamun Khan

PROFESSIONAL SUMMARY

Highly motivated and results-driven Cloud Specialist with a strong focus on AWS cloud technologies. Holding 8x 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 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

- Delivered enterprise-grade AWS solutions for high-profile clients including UK Health Security Agency (UKHSA), The Pensions Regulator (TPR), and L'Oréal UK & Ireland, focusing on highly scalable, secure Amazon Connect Contact centre infrastructures.
- Support & optimized a mission-critical citizen support call centre for UKHSA to manage up to 2.7 million calls/month with 3,750 remote agents, using Amazon Connect, AWS Lambda, DynamoDB, and Azure SAML federation.
- Support a robust Amazon Connect system for TPR to handle 15,000 monthly calls and 120 remote agents, integrating automated queue routing, agent management tools, and real-time analytics via AWS Glue and Athena.
- 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 Infrastructure as Code (IaC) using Terraform for consistent, auditable, and scalable deployments across multi-account AWS environments.

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.