

SHASHWAT PRAKASH

AWS Contact Center Expertise | Conversational AI Developer |
Amazon Connect Developer

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Gurgaon, Haryana - 122002 ☆ 6.5+ Years

SUMMARY

AWS Services and Contact Center Developer with 6.5+ years of experience in designing and deploying cloud-based solutions with hands-on on Web Technologies. Experienced in Amazon Connect, Lex, Lambda, Bedrock, and AgentCore, with a proven track record of building AI Agents, IVR flows, and Knowledge Bases. Skilled in Python, API integration, Service Cloud, and delivering innovative solutions that enhance customer experience and drive business efficiency.

PROFESSIONAL EXPERIENCE

Senior Associate 08/2024 - Present
PwC Bangalore, India

- Worked on AWS Connect, LEX, Lambda, DynamoDB, S3, Bedrock, and AgentCore
- Integrated Q in Connect and Bedrock AgentCore Gateway as MCP server for tool calling
- Build Lex Bot which acts as admin interface to update the configuration of the system for calls and chat flows in Amazon Connect
- Design Architect flow diagram of the Contact Center
- Implemented AI Agents, and AI Prompt with Guardrails in Amazon Connect. And integrated MCP for Tool Calling which trigger Lambda function in Bedrock AgentCore
- Developed Structured, and Unstructured Knowledge Base in Amazon Bedrock

Consultant 03/2022 - 07/2024
Genpact Gurgaon, Haryana

- Worked on AWS Lambda, Connect, API Gateway, DynamoDB, S3, CloudFront, EventBridge
- Integrated Amazon Connect CCP, Connect APIs, and third parties application into custom Agent Desktop using React.js
- Designed and implemented IVR Flows, and LEX Bot for Voice and Chat channel

Software Engineer 12/2020 - 02/2022
Agency Analytics Bahadurgarh, Haryana

- Developed Web APIs from scratch using .NET, C#, MySQL, and write xUnit Test Cases

Associate Software Developer 12/2018 - 02/2020
Sigma Infosolutions Ltd Ahemdabad, Gujrat

- Investigated, and improved Web APIs using .NET Core with MySQL, and MongoDB
- Enhanced frontend application using Angular

PROJECTS

VenuePay 2018 - 2019
Ahemdabad

- Built an e-commerce admin portal for managing transaction and product details.

Agency 2020 - 2022
Delhi

- Built a CRM tool that scrapes data from websites and web applications, transforms it based on business rules, and loads it into multiple destination systems.

Cloud Contact Center (Cpass projects) 2022 - Present
Gurgaon

- Custom Agent Desktop: Built a unified agent interface with embedded CCP, Wisdom, and real-time queue/agent metrics; integrated with third-party banking applications for voice and chat channel.
- DTMF IVR Flows (Insurance): Enhanced call flows with human agent routing, Estimated Wait Time (EWT), and queue position announcements.
- AI-Powered Admin Console Migration: Took Lead and migrated a business rules web console to an AI chatbot using Amazon Lex, Lambda, DynamoDB, and Connect.
- Voice AI Agent (Healthcare): Built an end-to-end voice agent enabling patients to manage appointments via natural phone conversations.
- POCs: Delivered and supported on multiple proof-of-concepts across Airlines, Banking, and Healthcare Insurance domains, including RAG-based solutions.



SKILLS

Programming Languages

C# · .Net Core · SQL · JavaScript · OOP ·
Typescript · React.js · Angular · Python

Cloud & AWS Services

Lambda · LEX · Amazon Connect ·
Amazon Bedrock · AgentCore · S3 ·
DynamoDB · CloudFront · API Gateway ·
EventBridge · CloudWatch

Tools and Operating System

Windows · Mac · GitHub · VS Code ·
Jira · Visual Studio · Cursor · Postman

Core Competencies

Agile · Problem-Solving · Troubleshoot ·
AWS Cloud · Communication ·
Teamwork

CERTIFICATIONS

AWS Certified Developer -
Associate
[URL](#)

EDUCATIONS

PES College of Engineering

Visvesvaraya Technological
University
2014 - 2018 Mandya, Karnataka

Devasthaly Vidyapeeth, Class 12th

CBSE
2011 - 2013 Ballia, Uttar Pradesh

Devasthaly Vidyapeeth, Class 10th

CBSE
2010 - 2011 Ballia, Uttar Pradesh

STRENGTHS

Contact Center Solutions

Skilled in designing and developing IVR
and chat flows with AI Agents and Tool
call.