

Bradley Haley

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Senior AWS Connect engineer with 6+ years experience creating contact center solutions for federal and state government clients including CISA, US Space Force, USCIS, and the State of Colorado. Hands-on production experience incorporating generative AI into contact centers using Bedrock and Lex, including a ServiceNow agent-assist integration. Comfortable managing client relationships from discovery, architecture, build, and UAT, to production support.

CORE SKILLS

Amazon Connect AWS Bedrock Amazon Lex RAG Pipelines Athena Lambda DynamoDB API Gateway Step Functions CloudFormation Terraform ServiceNow Integration CloudWatch Custom CCPs TypeScript Python React Serverless Architecture Federal Compliance

EXPERIENCE

Developer SME — AWS Connect May 2023 – Present
Simple Technology Solutions (STS) · Federal Contractor

- Amazon Connect SME on a small team under contract with CISA, US Space Force, and USCIS. Supported existing architecture and designed and produced new integrations across **8 Connect instances** serving federal agencies and sub-agencies.
- Designed and built an **agent-assist integration for ServiceNow**. A Lex bot captures loose caller input, routes it through Bedrock for summarization, and auto-populates ServiceNow fields, cutting agent search time during live calls.
- Supported and extended a **custom contact center management application for USCIS** (React/TypeScript, API Gateway, Lambda, DynamoDB) giving non-technical staff the ability to safely edit live Connect resources, such as holiday schedules and messaging, without touching the flow editor. Built a feature for **full audit logging of every change** (who, what, when) to satisfy federal change-tracking requirements.
- Advise federal stakeholders directly on contact center operations. This included improving callback queue management strategies for high-volume scenarios, resulting in better customer satisfaction.

NOTABLE PROJECT

Personally prototyped a **Hybrid AI Contact Center Analytics application**, a question-answering system that combines quantitative contact center data (queue length, call times, etc.) with qualitative call content (call transcripts and Contact Lens summaries). An LLM-driven orchestrator takes a natural-language question (such as "are there specific agents who handle escalations better than others based on customer satisfaction?" or "which queues are consistently taking the longest to resolve, and why?"), classifies which qualitative and quantitative data are required, generates Athena queries against Connect CTR data, runs RAG retrieval over transcripts and summaries, and assembles a unified natural-language answer. Uses Titan embeddings and Nova Pro for cost-efficient prototyping.

Amazon Connect CTR Athena Bedrock Titan Embeddings Nova Pro RAG AI Orchestration Python

Software Engineer

Apr 2022 – May 2023

DHI Group (Dice.com)

- Built front-end and back-end systems for Dice.com's **AI-powered candidate-matching platform**, integrating resume and job-description data with ML scoring services and surfacing match scores to recruiters and candidates.
- Deployed an embedded **"instant match preview" widget** that scored a candidate's resume against any job listing in real time, driving measurable increases in clicks and applications.
- Designed backend systems handling **up to 1 million requests per hour** (Python, Step Functions, Lambda, DynamoDB, SNS, GraphQL).
- Improved **visual-impairment accessibility compliance** by updating visuals to meet WCAG color-contrast standards and reorganizing site structure for compatibility with visual aid tools. Maintained observability with CloudWatch logging, alarms, and multi-layer testing (Pytest, Locust, Jest).

Cloud Developer

Aug 2020 – Apr 2022

Aspen Technology Group

- Personally managed custom CCP projects end to end, from client relations through build and deployment. Built applications that securely stored and displayed PII for agent use and handled thousands of calls per day.
- Extended functionality of existing live Connect data to calculate estimated caller wait times for a better user experience.
- Served clients including the **Colorado Department of Revenue and DMV, the California DMV, and private companies such as Leidos** (React/TypeScript, Lambda, DynamoDB, API Gateway, CloudFront, Amazon Connect).

EDUCATION

North Carolina State University

2018

B.S. in Science Education

Flatiron School

2020

Full Stack Web Development