



Mamun Khan

CONTACT

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AWS CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Certified Cloud AI Practitioner
- AWS Solution Architect Associate
- AWS Machine Learning Associate
- AWS Developer 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/CSS - Advanced Level
- JAVASCRIPT – Advanced Level
- REACT - Intermediate Level
- SQL – Advanced Level
- TERRAFORM - Advanced Level
- PYTHON - Intermediate 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 Engineer** with a strong focus on AWS cloud technologies. Holding **9x AWS certifications**, including AWS Certified Solutions Architect – Professional, Security Specialty and Machine Learning Speciality, 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

AI Chatbot Engineer 07/2025 – Present
Paylink Solutions Limited – London

- Designing and developing an **end-to-end intelligent chatbot solution** using **Amazon Bedrock** to enhance customer experience throughout Paylink’s financial journey.
- Architecting a **multi-agent framework** for onboarding, progress nudging, recovery, and live support—enabling context-aware and human-like conversations.
- Integrating the chatbot seamlessly with Paylink’s **frontend, backend, and API ecosystem** to preserve user context, automate data collection, and reduce customer drop-off rates.
- Leveraging **LLMs (Claude 3, Nova Pro, Titan)** for **session-aware dialogue management**, empathetic responses, and guided assistance within the **Income & Expenditure (I&E)** workflow

Cloud Solution Engineer 10/2024 – 07/2025
DigitalCloudAdvisor Limited – 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.
- Developed a conversational chatbot using **Amazon Lex, integrated with Amazon Bedrock for intelligent QnA capabilities**. Built **custom AWS Lambda functions** to handle conversation logic, validate user inputs, manage slot data, and interact with backend APIs.
- 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**.
- Support a robust Amazon Connect system for TPR to handle **15,000 monthly calls and 120 remote agents**, integrating automated queue routing, and real-time analytics via AWS Services.
- 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.