

Amin Fateminia

Amazon Connect Developer

✉ fatemi.y@gmail.com ☎ +905528053750

📍 Istanbul/Turkey

🌐 <https://linkedin.com/in/amin-fateminia/>



Amazon Connect Developer and AWS Solutions Specialist with 5+ years' experience delivering cloud contact center solutions for international clients in the US, Ireland, and Turkey. Proven record of designing and optimizing Amazon Connect environments, integrating AWS Lambda and CRM systems, and supporting remote teams across multiple time zones. C1+ English proficiency and excellent cross-cultural communication skills.

🧠 Skills

Amazon Connect



Contact flow design, queues & routing profiles, IVR configuration, custom call handling logic

Integrations



Salesforce (Apex REST API), CRM systems, API-based data exchange

Programming & Scripting



PHP, Python, SQL

AWS Services



Lambda, Secrets Manager, S3, API Gateway, CloudWatch

VoIP & Telephony



Asterisk/IssabelPBX, SIP trunking, call recording/transcription solutions

Work Style



Remote collaboration, agile development, solution-oriented mindset

📁 Professional Experience

Amazon Connect Developer, Amach/Aer Lingus

- Designed and implemented Amazon Connect contact flows, queues, routing profiles, and IVR menus based on business requirements.

07/2025 – Present
Dublin,
Ireland (Remote)

Amazon Connect & VoIP Solutions Developer, DrBalcony

- Designed and implemented Amazon Connect contact flows, queues, routing profiles, and IVR menus based on business requirements.

- Created AWS Lambda functions for call logging, missed call reporting, and Salesforce data sync.

- Developed automated outbound calling solutions with AI voice agents.

05/2024 – 07/2025
Los Angeles,
US (Remote)

Linux and VoIP Engineer, SHA Yazilim

- Managed enterprise VoIP infrastructure using IssabelPBX and AWS services.

- Implemented CRM integrations, VoIP call center optimizations, and security hardening for remote access.

10/2020 – 05/2024

Izmir, Turkey

Certificates

- Bachelor's Degree in IT

Languages

English

C1



Farsi (Persian)



Turkish

