

Gregory Dobrer

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AWS Connect Architect/Developer

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## SUMMARY PROFILE

Enterprise-level AWS Solutions Architect with 25+ years in telecommunications and 20+ years in consulting, specializing in designing and delivering cloud-native AWS contact center (CX) architectures for enterprise-scale customer experience solutions. Proven expertise in delivering voice, chat, and SMS platforms across public sector, financial services, and healthcare environments, driving compliance and measurable business value.

- **Cost Optimization:** Achieved 25-70% cost savings by migrating legacy platforms to modern AWS-native environments.
- **Customer Experience:** Delivered self-service multilingual chatbots (Amazon Lex V2) and Lambda-driven IVRs to improve interaction speed and quality.
- **Operational Resilience:** Architected high-availability Amazon Connect environments with regional failover and disaster recovery strategies, ensuring continuity during disruptions.
- **Operational Efficiency:** Integrated major CRM platforms (Salesforce, Zendesk) to streamline workflows and reduce agent workload by 30%.
- **Data-Driven Insights:** Engineered analytics pipelines using AWS Glue, Athena, and QuickSight for actionable insights.
- **Business Enablement:** Led pre-sales architecture and proof-of-concept efforts instrumental in winning enterprise contracts.
- **Project Delivery:** Delivered complex projects on tight timelines with clear documentation and knowledge transfer.
- **Technical Stack:** Python, Java, Node.js; JSON, AWS CLI, Terraform, CloudFormation, CodePipeline.

## KEY AMAZON CONNECT PROJECTS

- **Deployed Amazon Connect platforms** across federal, financial, and healthcare sectors in alignment with FedRAMP, HIPAA, PCI DSS, and applicable state-level regulations such as Texas PUC rules.
- **Resilient Architecture:** Amazon Connect Global Resiliency (ACGR) enabling multi-region failover and continuous contact center operations.
- **Interactive Voice Services:** Led full-scale project to enhance Interactive Voice Services by optimizing IVRs and chatbot journeys using Amazon Lex and QnABot, ensuring alignment with updated compliance and security standards.
- **Environment Lifecycle Management:** Cleaned and optimized AWS environments (Lambda, S3, logs) to reduce costs and maintain readiness.

- **System Monitoring & Visibility:** Integrated Amazon QuickSight with Athena to track SLA compliance against contractual thresholds, enabling real-time visibility and proactive management.
- **User Management Automation:** Implemented identity-based user provisioning with Active Directory integration.
- **Data Integration Pipelines:** Built ETL pipelines to move Amazon Connect data into enterprise warehouses for cross-platform analytics.
- **Enterprise Telephony Integration:** Enabled hybrid voice via Amazon Connect - PBX interoperability.
- **IVR Strategy & Reporting:** Redefined IVR and KPI tracking strategies; delivered business dashboards via QuickSight.
- **Multilingual Support:** Designed and deployed omnichannel flows supporting major US and European languages across Voice and Chat channels.
- **Advanced Self-Service:** Built Lex IVRs integrated with Lambda, Bedrock, and Step Functions, increasing self-service success by 35% and reducing call time by 15%.
- **CRM Integration:** Delivered seamless Salesforce, Zendesk, and Zoho integrations to support real-time data and unified desktops.
- **Information Retrieval:** Used Amazon Kendra and OpenSearch to enable intelligent response support for agents and IVRs.
- **Compliance Monitoring:** Applied Amazon Contact Lens for speech analytics and sentiment scoring.
- **Business Impact:** Designed technical architectures and demos that contributed directly to winning enterprise contracts.

## PROFESSIONAL EXPERIENCE

### AWS Connect Solutions Architect | Voice & Wireless LLC | 2017 – Present

- Architected large-scale, AWS-native contact center solutions.
- Integrated Amazon Connect with Salesforce for real-time sync and workflows.
- Built intelligent routing using API Gateway, Lambda, Step Functions, and EventBridge.
- Developed RAG pipelines using Amazon Bedrock, Kendra, and Lex.
- Automated CI/CD via CodeBuild, CloudFormation, and Terraform.
- Authored SOWs, deployment guides, and technical documentation.
- Conducted pre-sales demos and solution architecture sessions for enterprise clients.

### Infrastructure & Telephony Architect

#### Voice & Wireless LLC (Cisco Select Certified Partner) 2005 – 2017

Designed and deployed VoIP and SIP-based communications for enterprise and public safety environments.

- Integrated AWS cloud telephony with SIP trunking and open-source components.
- Led collaborative efforts with engineering and public safety teams to design critical voice infrastructure for FDNY's 24x7 emergency dispatch system under NYC's Emergency Communications Transformation Program (ECTP) initiative.
- Implemented geo-redundant SIP VoIP systems for Public Safety Answering Centers (PSACs).

### Telephony Engineer | FBR & Co. | 2003 – 2005

- Designed and implemented secure SIP-over-VPN voice communication, allowing traveling bank agents to maintain seamless access to the corporate voice system.
- Managed PBX systems, VoIP gateways, routers, switches, firewall policies, and remote access infrastructure.

### Senior Consultant | KPMG / BearingPoint | 2000 – 2003

- Led initiative to develop and deploy an enterprise VoIP system utilizing SIP and ISDN PRI integration.
- Managed WAN/LAN/PBX/VPN systems across national KPMG offices.
- Led project to implement logical network and environment separation between KPMG and BearingPoint offices.

## REPRESENTATIVE CLIENT ENGAGEMENT

Challenge: Replace legacy contact center with Amazon Connect supporting voice, chat, SMS, and analytics.

Leadership Role:

- Led lifecycle: requirements gathering, RFP response, demos, POCs, UAT, and production rollout.
- Smart Self-Service: Launched multilingual Amazon Lex V2 bots with seamless agent transfer.
- Intelligent Routing: Built Lambda-backed IVRs using real-time data and agent status.
- Integrated Journeys: Enabled callback, SMS (via Pinpoint), and web chat.
- Analytics: Piped CTR data with Glue and Athena, visualized in QuickSight.
- Agent Enablement: Delivered real-time search with OpenSearch and Kendra.
- Outcome: Delivered on a compressed schedule with full documentation and knowledge transfer.

## CERTIFICATIONS & PARTNER ACCREDITATIONS

Amazon Connect Communication Specialist | Amazon Connect Developer | AWS Well-Architected Proficient  
AWS Technical, Sales & Cloud Economics Accredited | Generative AI Essentials | Generative AI Sales  
Specialized (2024 & 2025) | Credly-verified badges shown. 30+ additional active AWS credentials available  
upon request. Click any badge to verify.

