
John Jomel Pangilinan

Senior AWS & Amazon Connect Specialist

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SUMMARY

Cloud engineer focused on AWS and AI, with Amazon Connect as my specialty. I build contact centers from scratch and improve ones already in production: contact flows, Lex bots, agent tooling, CRM integrations, and the Lambda that ties them together. Lately that includes AI voice agents on Amazon Bedrock, where callers talk to an assistant that answers questions, creates tickets, and hands off to a human when it should. I ship production code in TypeScript, Python, and Rust, and I have integrated Amazon Connect with CRMs including HubSpot, Freshdesk, Salesforce, and Microsoft Dynamics. I am AWS Certified Solutions Architect and Developer, hold the Amazon Connect Developer knowledge badge, and am a Certified Kubernetes Application Developer.

EXPERIENCE

Contactx

JAN 2025 - PRESENT

Senior AWS & Amazon Connect Specialist

- Named Employee of the Year.
- Build AI voice agents on Amazon Connect and Amazon Bedrock, where callers speak to an assistant that answers questions, creates tickets, and hands off to a human agent when needed.
- Develop applications inside the Amazon Connect agent workspace, including recording controls, direct number management, and customer context surfaced on screen during calls.
- Integrate Amazon Connect with CRM platforms including HubSpot, Freshdesk, Salesforce, and Microsoft Dynamics, so agents get caller context in the tools they already use.
- Ship production code in TypeScript and Rust, with infrastructure defined in AWS CDK and delivered through Lambda.

JAN 2023 - PRESENT

VoiceFoundry

Senior Cloud Engineer

- Maintained AWS Connect call center systems and developed system enhancements for clients, leveraging AWS services such as Lambda, DynamoDB, S3, CloudFront, CloudFormation, and Lex Bot.

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- Collaborated with the DevOps team to maintain internal applications offered to clients, focusing on high standards and usability.
 - Contributed to more accessible internal apps by aligning them with WCAG 2.1 and 2.0 standards.
 - Developed a Post Call Survey app that consolidates various functionalities into a single user interface with a CDK implementation that aligns to the company's best practices. It supports free speech responses using Amazon Lex and accommodates multiple languages.
 - Contributed to the conversion of CDK configurations to terraform to fit our client's requirements, enabling the creation of a reusable Terraform module repository.
 - Participated in wallboard projects to deliver realtime and historical metrics for contact center operations.
 - Gained extensive Salesforce integration experience, including developing an automated voicemail drop solution that reduced agents' manual workload by automating repetitive spiels. Also, worked on backend integrations to seamlessly send data from Amazon Connect to the Salesforce platform, such as call transcripts and performance metrics, enhancing operational efficiency and data accessibility.
 - Built a prototype using LLMs to analyze and classify tickets based on content

Globe Group

JUN 2021 - JAN 2023

Research and Development Engineer

- Developed a GPT-3-based Chatbot to improve user experience and reduce workload
- Automated tasks with OpenAI API, resulting in increased team productivity
- Conducted data analysis leading to early anomaly prediction and revenue loss prevention
- Improved Network Outage Prediction through machine learning and weather data
- Performed cost optimization to a legacy platform resulting in up to 90% cost savings
- Managed and optimized an SMS Gateway deployed on AWS EC2, ensuring efficient performance and reliability through effective scaling with AWS Load Balancer

Cloud Cadet

- Led a cloud-native SMS bot project with AWS Serverless, achieving up to 250% efficiency increase and over 80% time savings compared to the legacy process.
- Trained in the following key Areas: AWS, Kubernetes, Python, Git, Javascript, ReactJs, Project Management, IT Business Analysis, Agile 101, and Machine Learning Basics.

OpenText Inc

FEB 2021 - MAY 2021

Associate Cloud Applications Consultant

- Performed end-to-end EDI Process (Analysis, Development, QA, and Integration)
- Developed EDI specification based on the schema, documents, and structures of the clients
- Developed EDI maps using AI Mapping Tool, Biz Mapping Tool, and Stylesheet

Freelance Electronics Engineer

JUL 2017 - JAN 2021

Self-Employed

- Provided comprehensive technical support and managed multiple projects for various clients, ensuring timely delivery and client satisfaction.
- Developed and deployed a suite of Proof of Concept (POC) applications across different domains:
 - **Machine Learning Applications:** Designed and implemented machine learning models for agriculture to improve crop yield predictions, facial recognition for enhanced security systems, and sustainability projects aimed at reducing environmental impact.
 - **Internet of Things (IoT) Projects:** Created IoT solutions for medical diagnostics, facilitating real-time symptom correlation and monitoring, which improved patient care efficiency.
 - **Automation Systems:** Engineered automated solutions, including an electric wheelchair for enhanced mobility and identification systems to streamline access control processes.

Chung Yuan Christian University, Taiwan

AUGUST 2018

ECE Summer Intern

- Assigned in Power & Energy, Communications & Control System, and Electronics Circuits Design
- Developed a prototype for Solar Energy, and perform research about renewable energy
- Presented to the Electronics Conference in CYCU Taiwan

Mapua University

JUL 2017 - OCT 2018

Technical Support

- Assisted CISCO instructors in implementing laboratory activities for students.
- Troubleshoot network topology problems to ensure smooth operation.
- Maintained networking equipment to ensure proper functioning.

EDUCATION

Mapua University, Manila

2019

Bachelor of Science in Electronics Engineering

Specialized in Industrial Automation and Process Control

LICENSES & CERTIFICATIONS

- AWS Certified Solutions Architect – Associate - Amazon Web Services (AWS)
- AWS Certified Developer – Associate - Amazon Web Services (AWS)
- CKAD: Certified Kubernetes Application Developer - The Linux Foundation
- Huawei Storage

PROJECTS & AWARDS

Aura

2025

Devpost

- Built an AI creative director for e-commerce. Upload a product photo, pick a vibe, and ten Gemini agents plan, critique, and iterate until the ads are campaign ready.
- Multi-agent system built on Gemini.

Conversly	2025
Devpost	
- Built a tool that turns any video course into a live conversation. Ask questions by voice, get instant explanations, and prove understanding through dialogue. - Voice AI and LLM stack.	2025
Kali	
Devpost	
- Developed Kali, an AI-powered nutrition app tailored for Filipino food culture, featuring meal recognition, RND chat, and a community for mindful eating. - Built with Azure services including OpenAI, Static Web Apps, Functions, Cosmos DB, and vector search for localized nutrition guidance. - Validated AI accuracy against local RND benchmarks and achieved culturally sensitive food tracking with a production-ready stack.	
Globe Excellence Award	2022
Taguig City	
- Developed a network outage prediction using machine learning and weather data. - Reduced the manual process in assessing the possibility of outages per site - Improved the process with ground validation from PAGASA	
Impact Hub Sustainable Cities Hackathon	2018
Cauayan City	
- Developed MICA (Medical Illness Consultation Assistant), a cloud-based chat-bot aimed at making healthcare consultations easily accessible. - Designed to provide affordable basic healthcare consultations to everyone. - Top 10 Finalist	