

GEZA PETRUCSIK

Amazon Connect Architect | AWS Certified Solutions Architect Professional

+44 7593 947650 [✉ petrucsik.geza@gmail.com](mailto:petrucsik.geza@gmail.com) [🌐 linkedin.com/in/g-g-petrucsik](https://www.linkedin.com/in/g-g-petrucsik) [🌐 petrucsik.co.uk](https://www.petrucsik.co.uk)

PROFESSIONAL SUMMARY

Amazon Connect Architect and AWS Certified Solutions Architect Professional with 5+ years of hands-on AWS experience, including 3+ years architecting and delivering enterprise-scale cloud contact centre solutions for clients in Telecommunications and Financial Services. Recognised Amazon Connect Ambassador with deep expertise across the full AWS ecosystem — from contact flows and Lex bot automation to Lambda-driven integrations, CI/CD pipelines, and Generative AI capabilities. Proven ability to lead delivery teams, architect scalable HLD/LLD solutions, and drive measurable cost and performance improvements.

CERTIFICATIONS & CREDENTIALS

AWS Solutions Architect Professional	AWS Solutions Architect Associate	AWS Developer Associate
AWS AI Practitioner (Early Adopter)	Amazon Connect Ambassador 2024	AWS Generative AI Essentials & Leader
AWS Agentic AI Essentials & Sales	Well-Architected Proficient	Azure Fundamentals AZ-900

CORE TECHNICAL SKILLS

Amazon Connect Contact Flows · Routing Profiles · Contact Lens · Agent Workspaces · Lex Integration · Reporting & Analytics · Outbound Campaigns	AWS Services Lambda · API Gateway · DynamoDB · S3 & CloudFront · CloudFormation · CloudWatch · QuickSight · EC2 · Route 53 · IAM · SES
AI & Automation Amazon Lex (V1 & V2) · Generative AI / Bedrock · Agentic AI · Chatbot Design · Lambda Automation · Real-time Analytics	DevOps & CI/CD CodeCommit · CodePipeline · CodeBuild · CodeDeploy · Bitbucket · GitHub · AWS CLI & SDK
Architecture & Delivery HLD & LLD Documentation · Visio Diagrams · AWS Well-Architected · Cost Optimisation · Multi-account Strategy · Security & Compliance	Development JavaScript / Node.js · Python · Kafka · Grafana · Serverless Frameworks

PROFESSIONAL EXPERIENCE

Amazon Connect Architect | Tata Consultancy Services (TCS) | April 2022 – Present

- Architected and delivered large-scale Amazon Connect contact centres for Telecom and Financial Services clients, supporting 700+ agents across multiple geographies.
- Designed end-to-end AWS solutions utilising Lambda, API Gateway, DynamoDB, Amazon Lex, Kafka, QuickSight, CloudWatch, and CI/CD pipelines with CodePipeline.
- Led cloud migration projects moving legacy on-premise contact centre infrastructure to Amazon Connect, achieving a 30% reduction in infrastructure costs.
- Built sophisticated contact flows, routing profiles, queue management, and self-service automation using Lex V2 bots and Lambda functions.

- Produced comprehensive High-Level Design (HLD) and Low-Level Design (LLD) architecture documentation and Visio diagrams for client approval and AWS review.
- Collaborated directly with AWS Premium Support to resolve platform escalations and optimise solution performance at scale.
- Integrated Generative AI capabilities and Contact Lens analytics to enhance agent performance, customer sentiment analysis, and real-time reporting.
- Mentored and upskilled junior engineers and delivery team members, improving overall delivery velocity by 20%.
- Recognised as Amazon Connect Ambassador (2024) and achieved AWS Technical Partner and Generative AI Essentials accreditations during tenure.

AWS Solutions Architect & Mentor | **Self-Employed / AWS Academy** | March 2021 – Present

- Designed and deployed serverless solutions including full Amazon Connect call centres, API-driven web applications, and S3-hosted static websites with CloudFront distributions.
- Built and maintained personal AWS portfolio hosted at petrucsik.co.uk, demonstrating real-world architecture patterns using Lambda, DynamoDB, API Gateway, and Route 53.
- Constructed automated CI/CD pipelines using CodeCommit, CodePipeline, CodeBuild, and CodeDeploy for multiple deployment environments.
- Mentored 30+ AWS students on Qwiklabs and QA Labs, guiding learners towards AWS Cloud Practitioner, Associate, and Professional certification success.
- Delivered hands-on training sessions covering architecture best practices, cost optimisation, and serverless design patterns.

Food & Beverage Director | **Mannings Hotel Ltd** | June 2021 – April 2022

- Led a 27-person team during post-COVID reopening, managing operations, staff training, and technology upgrades including POS systems and booking integrations.
- Applied stakeholder management and performance leadership skills to drive operational efficiency in a customer-facing service environment.

KEY PROJECT HIGHLIGHTS

- **Telecom Cloud Migration (700+ Agents):** Delivered end-to-end Amazon Connect migration for a major UK telecoms provider, integrating Lex V2 chatbots, Lambda automations, and QuickSight dashboards for real-time supervisory reporting.
- **Financial Services Contact Centre (300+ Agents):** Architected a cloud-native contact centre with automated self-service workflows, Contact Lens quality monitoring, and multi-queue intelligent routing.
- **Amazon Connect Call Centre (Personal Project):** Built a fully functional contact centre on AWS — contact flows, Lex bot, Lambda integration, and DynamoDB — documented at petrucsik.co.uk.
- **Serverless Portfolio Platform:** Designed and deployed AWS serverless architecture (S3, CloudFront, Route 53, Lambda, API Gateway, SES) with fully automated CI/CD pipeline.
- **DynamoDB Web Application:** Built a full-stack serverless web app with API Gateway frontend, Lambda backend, and DynamoDB persistence layer.

EDUCATION & TRAINING

- BSc in Sport Management — Eszterházy Károly College, Hungary (2010)
- AWS Solutions Architect Training — Optima IT (2021–2022)
- Azure Cloud Fundamentals — Milton Keynes College (2022)
- EQF Level 5 Diploma in Leadership & Management (2020)

LANGUAGES

English (Fluent) **Hungarian** (Native) **Spanish** (Conversational) **German** (Conversational)

INTERESTS & ADDITIONAL INFO

Former professional basketball player and certified youth coach. Passionate about cloud education, Generative AI-driven customer experience, and inspiring the next generation of AWS practitioners through mentoring and community engagement.