Arham Yunus Awan

AWS Serverless Engineer | AI/ML Developer | Genesys Cloud Specialist

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SUMMARY

AWS Serverless Engineer with 2+ years of experience delivering cloud infrastructure and contact center solutions internationally. Specializing in AWS serverless architecture, Python, and Genesys Cloud integrations. Pursuing BS Artificial Intelligence (CGPA 3.73/4.0) while building production-grade AI/ML projects.

EXPERIENCE

AWS Serverless Engineer — Cloud & Genesys Integration Specialist

Astro Cloud Ltd | Hamilton, New Zealand (Remote) | Apr 2024 — Present

- Built and deployed a full Genesys SMS survey platform with voice integration, DynamoDB backend, and QuickSight analytics dashboards for real-time client reporting
- Architected and maintained a hierarchical S3 data lakehouse pipeline using AWS Glue and Athena, enabling scalable business intelligence across client datasets
- Developed a GPS location sharing web application integrated with Genesys Cloud for real-time agent and field operations tracking
- Built a custom iCarol-alternative web application handling case management workflows with Genesys Cloud integration
- Engineered AWS serverless backends using Lambda, API Gateway, DynamoDB, and S3 for multiple production client environments
- Deployed and managed MySQL databases on EC2 with custom server configurations for client-specific data requirements
- Automated Genesys Cloud API workflows reducing manual operational overhead across contact center client systems

Project Intern — ML Data Processing

Lahore University of Management Sciences (LUMS) | Lahore, Pakistan | Aug 2021 — Mar 2022

- Processed and cleaned Urdu audio data for training a speech recognition ML model
- Applied audio preprocessing — noise reduction, trimming, and format conversion at scale
- Annotated and organized large datasets ensuring quality training data

PROJECTS

Quran Guide — AI RAG Application | Python, RAG, AWS S3, NLP
AI-powered Quran guidance app using RAG architecture. Answers grounded in Quranic verses. Live on AWS S3.

3D Geometry Visualizer | JavaScript, 3D Graphics, GitHub Pages
Interactive 3D visualizer for geometric regions — spheres, paraboloids, planes. Built to aid Multivariable Calculus studies.

AI/ML Interactive Dashboard | Python, Streamlit, Scikit-learn
End-to-end ML pipeline deployed via Streamlit — data cleaning, training, evaluation, and visualization.

German Vocabulary Practice App | React, TTS API, GitHub Pages
Language learning tool with TTS pronunciation, Time Attack mode, and board-clear challenge.

SKILLS

Cloud & AWS: Lambda, API Gateway, DynamoDB, S3, Glue, Athena, CloudFormation, Amazon Connect

AI & ML: Python, RAG Architecture, Scikit-learn, Pandas, Jupyter, Streamlit

Genesys: Genesys Cloud, Genesys APIs, Contact Center Automation, Workflow Design

Development: React, Node.js, Flask, JavaScript, HTML/CSS, GitHub, REST APIs

Languages: English (Professional), Urdu (Native), German (A2 — In Progress)

EDUCATION

BS Artificial Intelligence — CGPA 3.73/4.0
Sir Syed CASE Institute of Technology, Islamabad | Sep 2024 — Sep 2028 (In Progress)

A Levels
Beaconhouse School System | 2023 — 2024
Mathematics A | Computer Science B | Physics B

O Levels
Army Public School for International Studies, Lahore | 2020 — 2022
8 Subjects — 1 A* · 5 A · 2 B

CERTIFICATIONS

CSALT Research Internship (LUMS)

Complete Python Pro Bootcamp (Udemy, 56.5 hrs)

Complete Full-Stack Web Dev Bootcamp (Udemy, 61.5 hrs)

German A1 (Deutsche Welle)

AWS AI/ML Learning Plan (AWS Skill Builder — In Progress)

INTERESTS

Chess (FIDE Rated)
Music Production
Volleyball
German Language Learning