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# Software Development Engineer, Amazon Connect, Amazon Connect

**Job Location**
United States
Remote work from: USA

**Base Salary**
USD 40 - USD 50

**Employment Type**
Full-time, Part-time

**Hiring organization**
Amazon Web Services (AWS)

**Date posted**
October 15, 2024

**Valid through**
31.05.2025

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## Description

AWS Applications and Higher Level Abstractions (Apps) provides horizontal and industry vertical applications for business users with the same on-demand scalability, reliability, pay-as-you-go pricing, and machine learning expertise that drive AWS services. The AWS Applications group includes services such as Amazon Connect (a cost-effective cloud contact center), our End User Computing (including Amazon Workspaces, AppStream, etc.), Marketing Tech (Amazon Pinpoint), and Autonomous Checkout and Biometric Identity Services (Just Walk Out, Amazon One) for retail, sports, travel, and other verticals.

Are you inspired to work with a team than launches products with direct and massive impact on Amazon's customers? Are you excited to join one of the newest and most exciting AWS services?

Amazon Connect is a highly disruptive cloud-based contact center that enables businesses to deliver engaging, dynamic, and personal customer service experiences. Amazon Connect is the result of the ten years of development that went into building the tools Amazon uses to provide its award winning customer service at massive scale and launching it as a publicly available AWS service. With Amazon Connect, you can create your own cloud-based contact center and be taking calls in minutes. Amazon Connect leverages the power of Artificial Intelligence and the large ecosystem of AWS services such as Amazon Lex, Amazon Polly, AWS Lambda, Amazon S3 and Amazon Kinesis to provide a truly frustration free, easy-to-use, extensible, and natural customer experience. With this technology, we are transforming an industry and the way customers interact with businesses and how agents service them.

We have a rapidly growing customer base and an exciting charter in front of us that includes solving highly complex engineering and algorithmic problems. We are looking for passionate and talented Software Development Engineers to join us to innovate on this new service that addresses customer needs to build modern contact centers in the cloud. The position represents a rare opportunity to be a part of a fast-growing business soon after launch, and help shape the technology and product as we grow. You will be playing a crucial role in developing the next generation contact center, and get the opportunity to design and deliver scaleable, resilient systems while maintaining a constant customer focus.