

Prisca White

www.linkedin.com/in/priscawhite **LinkedIn**
<https://priscawhite.github.io> **GitHub**
prisca.white@outlook.com **Email**

Professional Summary

Cloud and Contact Center Engineer with 10+ years of experience designing, integrating, and optimizing enterprise contact center and unified communications solutions. Specialized in Amazon Connect, AWS serverless services, IVR systems, API integrations, and conversational AI platforms including Amazon Lex and Dialogflow. Proven ability to lead migrations, design scalable cloud architectures, automate workflows, and integrate contact center platforms with enterprise applications. Adept at translating business requirements into secure, resilient, customer-focused solutions.

Core Competencies

- Amazon Connect & Cloud Contact Center Engineering
- Conversational AI & Amazon Lex
- REST API & Web Service Integrations
- CRM & Third-Party System Integration
- Contact Center Migrations
- Technical Troubleshooting & Root Cause Analysis
- Agile Collaboration & Cross-Functional Delivery

Technical Skills

Languages: Python, HTML/CSS, JavaScript, TypeScript

AWS & Cloud Technologies: Amazon Connect, AWS Lambda, Amazon Lex, DynamoDB, S3, CloudWatch, IAM, CloudFormation, AWS SDK (boto3)

Contact Center Technologies: Cisco UCCE, Cisco Finesse, Cisco ECE, IVR Systems, SIP, Omnichannel Routing, Acqueon Cloud

Integration & Development: REST APIs, Webhooks, GitHub, JSON, API Integration, Serverless Applications

Monitoring & Operations: CloudWatch, ServiceNow, Jira, Incident Management, Troubleshooting, Root Cause Analysis

Databases: Microsoft SQL, MySQL, Amazon RDS, DynamoDB

Testing & Tools: Pytest, Postman, Git

Industry Certifications



AWS Certified Cloud Practitioner
March 2026



Amazon Connect Fundamentals
March 2026



Amazon Connect Developer
March 2026



Cisco Certified Network Associate Collaboration (CCNA-C)
February 2019

Featured Project

AI-Powered Cloud Contact Center | Apr 2026

Engineered a cloud-native contact center solution using Amazon Connect, Amazon Lex, AWS Lambda, and DynamoDB to support scalable self-service customer interactions and intelligent call routing

- Developed conversational AI workflows with Amazon Lex, including intent recognition, slot capture, dialog management, and escalation paths to live agents
- Built serverless backend services in Python using AWS Lambda and boto3 to orchestrate business logic, validate customer data, and integrate with external APIs and backend systems
- Designed and implemented dynamic Amazon Connect contact flows with queue-based routing, conditional logic, failover handling, and agent escalation workflows
- Created DynamoDB data models optimized for high-volume retrieval and real-time interaction processing within a serverless architecture
- Implemented CloudWatch logging, monitoring, and operational alerting to improve observability, troubleshooting efficiency, and runtime reliability
- Developed automated testing scenarios and end-to-end validation workflows to ensure consistent functionality across customer interaction journeys
- Applied AWS Cloud best practices for scalable deployment, maintainability, and operational resilience within a production-style environment

Professional Experience

Everise | Unified Communications Engineer | Nov 2021 - Jan 2026

Acqueon Cloud Integration with Cisco Contact Center

Led integration efforts between Acqueon Cloud and Cisco UCCE to support outbound engagement workflows and enterprise contact center operations

- Developed and modified Java-based IVR applications to maintain compatibility with integrated cloud communication services and evolving business requirements
- Engineered integrations between IVR systems and third-party platforms including CRM systems and payment processing applications to streamline customer interactions and backend workflows
- Collaborated with cross-functional infrastructure, operations, and application teams to troubleshoot integration issues and maintain platform stability across production environments
- Supported large-scale platform upgrades and migration initiatives with emphasis on minimizing service disruption and maintaining operational continuity
- Participated in root cause analysis, issue remediation, and post-deployment validation activities for enterprise contact center services

NCR | Unified Communications Engineer | Apr 2019 - Oct 2021

Email and Chat Integration with Cisco Contact Center

Integrated Cisco ECE with Cisco UCCE to deliver omnichannel customer engagement capabilities across voice, email, and chat channels

- Customized HTML, JavaScript, and configuration components within Cisco ECE to align user interface behavior and workflows with enterprise operational requirements
- Assisted with development and scripting to integrate conversational workflows, agent task routing, queue management, and backend service interactions

Google Dialogflow Integration with Cisco Contact Center

Collaborated on proof-of-concept initiatives integrating Google Dialogflow with Cisco contact center platforms to support conversational AI and automated customer engagement use cases

Yellow Pages | Voice Network Engineer | Apr 2013 - Jan 2018

Agent Desktop & Reporting Integrations with Cisco Finesse

- Integrated third-party dashboard and wallboard applications with Cisco Finesse to enhance real-time visibility into agent and contact center performance metrics
- Developed and customized HTML and JavaScript components within Cisco Finesse to support tailored agent desktop functionality and operational reporting requirements
- Configured reporting integrations and performance dashboards used by supervisors and operations teams to monitor contact center KPIs and agent activity
- Collaborated on Salesforce CRM integrations with Cisco Finesse to improve agent workflow efficiency and customer interaction management

Jabber Deployment

- Designed Cisco Jabber templates and user profile configurations to standardize softphone deployment across enterprise environments
- Automated deployment processes for more than 2,000 users and devices, reducing manual provisioning effort and improving deployment consistency
- Created Jira service management workflows, ticketing processes, and technical documentation to support operational support and issue tracking initiatives
- Worked with cross-functional engineering and operations teams to support enterprise voice infrastructure upgrades, integrations, and platform infrastructure

Education

Master of Network & Communications Management, Network Applications

Keller Graduate School of Management, Graduated 2009

Bachelor of Science in Technical Management, Health Information Technology

DeVry University, Graduated 2006