

Accepting SoW & Fractional engagements • Q3 2026 • ABN • GST registered

VERIFIED OUTCOMES

Production GenAI System [Resilience](#)

LLM-based real-time contact centre monitoring. OpenAI Whisper + AWS Lambda + TypeScript + Python + DynamoDB. Clinical-data environment.

› \$180K+ saved per annum • replaced commercial product outright

Realtime Voice Bot [AI](#) • [NLP](#)

Realtime IVR voice-bot triaged and re-routed non-health queries, reducing load on clinical staff.

› 33% non-clinical call deflection

National Crisis Response [Healthdirect](#) / [Commonwealth](#)

National Coronavirus Helpline live in 14 days from standing start — Lambda, Amazon Connect, CloudFormation, in a regulated healthcare environment.

› Commonwealth recognition • delivery velocity benchmark set

10 Commonwealth Contact Centres [Govt contracts](#) • [brief-to-live](#)

10 bespoke contact centres on Twilio Flex and Amazon Connect, each from brief to live in weeks. ISM-compliant, integrated with Dynamics 365 and FHIR.

› Repeat Commonwealth contracts won on delivery track record

Internal Developer Platform [Multi-team](#) • [ISM controls](#)

Reusable CDK modules adopted org-wide. Security guardrails and FinOps tagging to board level. ISM compliance consistent across all deployments.

› Faster delivery velocity • consistent security posture org-wide

ENGAGEMENT MODELS

Fractional Tech Lead

Strategic technical leadership, part-time. Fills the gap between a junior lead and a full-time CTO hire. Outcome-focused, not seat-filling.

Statement of Work

Fixed scope, fixed price, clear deliverables. You buy the outcome — not the hours. Risk sits with me to scope and deliver correctly.

Contract / Staff Aug

Senior engineer embedded in your team. AWS, GenAI, contact centre. Time-and-materials, minimum 3 months. Available on request.

TECHNICAL DOMAINS

Cloud / Infrastructure

AWS CDK, CloudFormation, Lambda, ECS Fargate, DynamoDB, IAM, FinOps, GCP

AI / GenAI

OpenAI API, Whisper, AWS Lex, Agentic workflows, NLU, TTS

Contact Centre

Amazon Connect, Twilio Flex, IVR design, MS Dynamics 365, FHIR

Security / Gov

ISM Controls, Essential Eight, DevSecOps

Backend

TypeScript, Node.js, Python, Java/Kotlin, REST, GraphQL, OAuth/OIDC