

ANTHONY COWDEN

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SUMMARY

AI Solutions Engineer with 8+ years of combined experience at Amazon, including 3+ years in AI engineering, specializing in AI agent development, software engineering, and enterprise IT support across large-scale technology environments.

- Builds AI agents, web applications, and Python automation that help Amazon employees retrieve information, document achievements, pursue internal roles, and resolve technical issues.
- Maintains AI-enabled tools and applications by troubleshooting APIs, monitoring logs, and combining software development experience in a Fortune 100 enterprise with a production support mindset.
- Works across Python, Django, JavaScript, React, Java, Amazon Bedrock, and AWS services, backed by a B.S. in Software Engineering and cloud and Linux credentials.

SKILLS

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| – AI Agent Development | – System Integration | – IT Service Management |
| – Software Development | – Workflow Automation | – Cross-Platform Support |
| – Web Application Development | – Application Maintenance | – Technical Communication |
| – Python Development | – Log Monitoring | – Cross-Functional Collaboration |
| – API Troubleshooting | – AWS Cloud Services | – User-Focused Solutions |

EXPERIENCE

Amazon

Application Development Special Interest Group Member January 2023 – Present

- Contribute to Amazon's Application Development Special Interest Group, building internal AI agents, web applications, and automation that address practical needs across the IT organization.
- Developed an AI knowledge agent that helps IT associates locate needed information, giving support personnel a more direct way to access operational guidance.
- Built a career-tracking application where associates record achievements and managers view progress, centralizing information used for employee development and internal mobility.
- Embedded an AI resume agent into the career tracker so employees can convert recorded accomplishments into application materials for internal transfer opportunities.
- Maintain the career tracker by troubleshooting API behavior and monitoring application logs, using API and log data to identify and resolve application issues.
- Delivered an instructional website for non-IT users and a Python script that simplified remote workstation connections, expanding self-service guidance and technician efficiency.

IT Support Associate II July 2018 – Present

- Resolve Amazon IT requests in ServiceNow, applying extensive hands-on enterprise support experience to diagnose more complex user issues and provide clear guidance across day-to-day technology needs.
- Support Windows 11 laptops and desktops, Linux thin clients, and Android devices, using cross-platform troubleshooting to restore device functionality and user productivity.
- Assist engineers with networking equipment support, contributing frontline user and device context during network troubleshooting and technical problem resolution.

EDUCATION

B.S. in Software Engineering | Western Governors University

TECHNICAL SKILLS & CERTIFICATIONS

Programming & Frameworks: Python, Django, JavaScript, React, Java, Git
AI & Cloud: Amazon Bedrock, AWS Lambda, API Gateway, S3, DynamoDB, RDS, CloudFormation, CloudWatch
Platforms: ServiceNow, Windows, Linux, Android, Networking
Certifications: Python Certified Associate Programmer, CompTIA Linux+, AWS Certified Cloud Practitioner, ITIL Foundations