

# Gilles W Bassole

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## SKILLS

### Programming:

Java, Python, SQL

### Cloud & Infrastructure:

AWS Lambda, S3, EC2,  
Elastic Beanstalk,  
CloudFormation

### DevOps & Tools:

Git, GitHub, Jenkins,  
CI/CD pipelines, Grafana

### APIs & Frameworks:

RESTful APIs, Alexa Skills  
Kit, OAuth/LWA

## EDUCATION

### Bowie State University

Master of Science in  
Computer Science  
(GPA:3.9) | May 2019

### Towson University

Bachelor of Science in  
Computer Science | Dec  
2014

## COURSEWORK

Software Engineering,  
Data Structures &  
Algorithms,  
Operating Systems,  
Adv Database Design,  
Embedded Systems  
Design

## MORE

Fluent in English & French

## EXPERIENCE

### AMAZON - Devices & Services Org

Sep 2022 - Pres

Alexa Developer Advocate (L5)

London, UK

- Leading technical consultation and resolution for complex systems development queries across internal and third-party developers, specifically focused on Alexa SmartHome and custom skills (music, video, flashbriefing) implementations, reducing average resolution time by 20%
- Engineered and architected solutions for Smarthome skills development, specializing in account linking with Login with Amazon (LWA) as OAuth and using AWS Lambda as the backend service (implemented using Java and Python), directly supporting a global developer base of 500+ third-party developers.
- Provided in-depth expertise on Alexa Smart Properties development queries, including the design and troubleshooting of critical API development workflows and integrations
- Mentoring junior and new team members on Alexa Smart Properties, skills developments, SmartHome implementation and best practices for developing Alexa Skills
- Directed projects focused on reviewing Alexa skills issues reported and improving resolution and escalation time incurred during the development process for thousands of developers.

### 3CLogic, Inc – Application Support

2019 – 2022

Technical Support Engineer II

Maryland, USA

- Automated reports generation with Python scripts and SQL queries to drive data analysis and create Grafana dashboards.
- Improved internal documentation processes and debugging procedures, accelerating the time-to-find and fix bugs in the web client by 15%

## PROJECTS

**Alexa SmartHome Skill** Implemented and deployed a high-availability Smart Home skill on AWS Lambda (Python), implementing Login with Amazon (LWA) and robust device state synchronization for seamless user display and control.

Engineered and maintained the CI/CD pipeline for the skill using Jenkins/CloudFormation scripts, ensuring automated functional testing and enabling zero-downtime, continuous deployment.

**Alexa Smart Properties (ASP): WebRTC Calling Skill** Implemented WebRTC Calling functionality for an ASP environment by integrating the Alexa.Comms.CallSignaling API to enable real-time communication between Alexa devices and web applications.