

BABYLON KNOWLEDGE

Amazon Connect & AI Contact-Center Modernization

Ali (Alex) Nssaif — Founder & Principal Architect

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Mission Viejo, CA · USA

COMPANY OVERVIEW

Babylon Knowledge is a specialist Amazon Connect and AI contact-center firm delivering cloud contact-center modernization for federal, state, and local government. We design, build, and deliver end to end — custom agent desktops, Bedrock-powered AI self-service, IVR-as-a-Service, and CRM integration — led by an architect with 12+ years of hands-on Amazon Connect delivery and 20+ years in enterprise IT. Aligned with the GSA OneGov AWS modernization push, we bring small-business agility with enterprise-grade delivery depth.

CORE COMPETENCIES

- Amazon Connect migration from legacy IVR/PBX (Cisco UCCX/UCCE, Webex)
- Custom Contact Control Panel — Streams.js, Chat.js, ConnectQ.js, React
- AI self-service & agent assist with Amazon Bedrock (RAG, guardrails, multi-agent orchestration)
- Chime SDK IVR-as-a-Service (SIP Media Applications)
- CRM integration — Salesforce, ServiceNow, Microsoft Dynamics
- Contact Lens analytics, QuickSight dashboards & quality monitoring
- HIPAA-compliant, AWS GovCloud-aware delivery
- Infrastructure as Code — CloudFormation, Terraform, AWS CDK

DIFFERENTIATORS

- **Specialist depth:** focused Amazon Connect + Bedrock practice, not a generalist IT shop
- **Proven outcomes:** 40% call deflection, 60% faster agent lookups, \$1M+ client savings
- **Regulated experience:** HIPAA healthcare-payer contact centers
- **Principal-led:** agencies work directly with the architect who ships the solution

PAST PERFORMANCE

World Health Organization — Sr. UC Consultant

Delivered globally scalable Amazon Connect architecture (Lambda, DynamoDB, API Gateway, EventBridge) with Amazon Q & Bedrock AI interactions and multi-region disaster recovery.

National Retailer (1,000+ locations) — Amazon Connect + Lex

Omnichannel IVR and AI-powered chat self-service replacing agent-handled store support; delivered \$300K in annual savings.

Healthcare Payer — HIPAA-Compliant Contact Center

IVR self-service for member E&B, claims status, and prior-authorization routing; 40% call-volume reduction via Bedrock self-service automation.

COMPANY DATA

LEGAL NAME	Babylon Knowledge LLC
UEI	Pending — SAM.gov
CAGE CODE	Pending
PRIMARY NAICS	541512
ADD'L NAICS	541519 · 541511 · 518210 · 541611
PSC	D310
BUSINESS SIZE	Small Business
FOUNDED / HQ	Mission Viejo, CA

CERTIFICATIONS

- AWS Knowledge Badges — Connect Developer, Comms Specialist, Connect Fundamentals, Connect AI Fundamentals, Business Intelligence
- AWS Engagement Security Training for Partners
- Cisco CCNA · CVOICE

CONTACT

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