

# NATHAN WALKER

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## CX - CCaaS/AI Transformation Engagement Lead

Enterprise CX and AI transformation leader with 10+ years building and scaling customer engagement solutions across healthcare and other regulated industries. Proven record driving strategic client conversations, discovery workshops, and transformation roadmaps that convert business pain points into executable AI and CCaaS programs. Influenced \$50M+ in enterprise AI outcomes, led 100+ production deployments across major CX platforms, and scaled global solution engineering organizations from 3 to ~50 across NA, EMEA, APAC, and LATAM.

### Core Qualifications

- CX transformation strategy, customer journey analysis, and friction reduction across contact center and digital channels
- CX discovery workshops, maturity assessments, and business-case development tied to measurable outcomes
- Presales leadership: proposals, RFP/RFI responses, executive presentations, demo strategy, and technical win plans
- Conversational AI and CCaaS solutioning (Genesys, NICE, Five9, AWS Connect), omnichannel workflows, and CRM integration
- Workflow automation and agentic operating models with human-in-the-loop governance
- Executive stakeholder engagement with CXOs, contact center leaders, and digital transformation sponsors
- Value engineering and ROI modeling aligned to NPS, CSAT, CES, containment, FCR, and cost-to-serve improvement

### Professional Experience

#### Quant | Vice President, Business Solutions - GTM, Customer Strategy & Agentic Business Lifecycle

**Nov 2025 - Jan 2026 | Remote** - Designed VEQTOR (Vision Engine for Knowledge, Transformation, Operations, and Revenue), a six-axis CoE operating model aligning presales, demo engineering, skunkworks, and sales operations around governed enterprise execution. - Authored Quant's Enterprise Operating Blueprint, a nine-phase customer journey framework, and built AI discovery/qualification assets (opportunity qualification framework, use-case discovery guide, solution discovery workbook, BRD templates, strategic demo playbook). - Led strategic CX and AI conversations with enterprise stakeholders, translating fragmented workflows into transformation roadmaps and solution architectures. - Built Quant's value engineering framework with CFO-ready ROI formulas,

linking operational and customer experience improvements to financial outcomes.  
- Designed the Agentic Business Lifecycle model to move beyond chatbot-only deployments into orchestrated, end-to-end workflow automation with KPI feedback loops and human approval controls. - Authored a CCaaS integration strategy and voice-streaming connector approach to reduce multi-platform integration complexity and accelerate deployment timelines.

**SoundHound AI / Amelia (formerly IPsoft Amelia) | Senior Director, AI for Enterprise & Global Solution Architecture**

**Apr 2019 - Oct 2025 | Austin, TX / Remote** - Built and scaled healthcare and enterprise CX solution architecture capabilities, partnering with executive stakeholders to modernize patient and customer journeys across access, scheduling, service, and support operations. - Influenced \$50M+ in enterprise AI outcomes, including major wins such as \$17M Visionworks, \$9M SCE displacement, and \$6.25M Chipotle, by leading discovery, solutioning, and executive technical strategy. - Led 100+ production deployments spanning conversational AI, voice and digital engagement, and enterprise workflow integration across Genesys, NICE, Five9, AWS Connect, EHRs, CRMs, ITSM, and backend APIs. - Founded and scaled NASA (Network of Amelia Solution Architects) from 3 to ~50 engineers across four business units and four regions; built global operating rhythms for hiring, enablement, certification, and delivery quality. - Created and operationalized high-stakes demo and PoC governance frameworks that improved technical win discipline, buyer confidence, and sales conversion effectiveness. - Drove analyst and market positioning through executive briefing and solution narrative ownership (Everest Group, IDC, Gartner MQ Visionary positioning in Conversational AI).

**OneSupport (formerly teleNetwork, Inc.) | Operations Manager - Technical Operations & Automation Builder**

**Feb 2007 - Sep 2018 | Austin, TX** - Productized an internal workflow automation platform into a client-facing SaaS offering licensed by Frontier Communications (~\$2M ARR). - Led a 40+ person technical operations team across telecom and field service programs with sustained top-decile quality and customer satisfaction outcomes. - Translated operational bottlenecks into automation-first workflows that improved service consistency, reduced manual effort, and increased delivery scalability.

**Selected Platform & Domain Expertise**

- **CCaaS / CX Platforms:** Genesys, NICE, Five9, AWS Connect, contact center and telephony integration patterns
- **Conversational AI:** enterprise chat/voice assistants, intent modeling, orchestration patterns, escalation and human handoff design

- **Automation & Integration:** workflow automation, CRM/ITSM/EHR integration, API-led architecture
- **Industry Focus:** healthcare (payer, provider, IDN, DSO, ambulatory, vision), plus enterprise utilities, retail, and services
- **Governance & Risk Alignment:** HIPAA/HITECH, NIST AI RMF, ISO 42001, SOC 2 concepts, enterprise AI control and evidence patterns

## Education & Credentials

- A.A.S., Computer Networking - ITT Technical Institute
- IBM Data Science Professional Certificate
- CCNA (previous)