

\$50M+

Enterprise AI/CX revenue influenced across strategic accounts

100+

Production deployments across CCaaS, CRM, ITSM, and telephony stacks

3 -> 50

Global SA/SE org scaled across NA, EMEA, APAC, and LATAM

10+ yrs

CX consulting, presales solutioning, and transformation leadership

SUMMARY

CX and AI transformation leader with 10+ years designing and selling enterprise customer engagement solutions. Trusted advisor to CXOs and contact center leaders, with a record of running discovery workshops, maturity assessments, and journey redesign initiatives that translate complex business pain points into scalable technology-enabled outcomes. Combines executive communication with deep hands-on delivery across conversational AI, CCaaS, workflow automation, and cross-functional presales execution.

CORE COMPETENCIES

CX TRANSFORMATION

Discovery

Maturity

Journeys

Friction

Workflows

NPS / CSAT

FCR / CES

Workshops

CCAAS & CONVERSATIONAL AI

Genesys

NICE

Five9

AWS Connect

Dialogflow

Azure Bot

Omnichannel

Agent Assist

CRM / ITSM

Workflow AI

PRESALES & ENGAGEMENT LEADERSHIP

Architecture

RFP / RFI

Proposals

Cost Models

Demos

ROI

MEDDPIC

Governance

ROLE FIT

DISCOVER

Runs CX discovery, maturity, and journey workshops that surface automation and optimization opportunities.

DESIGN

Turns pain points into CCaaS, conversational AI, CRM, and workflow automation architectures.

PROVE

Builds demos, PoC criteria, evaluation frameworks, and ROI cases that make value measurable.

LEAD

Bridges sales, delivery, product, and executive stakeholders from first workshop through handoff.

EXPERIENCE

Quant

Nov 2025 - Jan 2026 Remote

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

CX DISCOVERY, OPERATING MODEL & VALUE ENGINEERING

- Designed **VEQTOR**, the Quant Vision Engine for Knowledge, Transformation, Operations, and Revenue: a six-axis CoE blueprint aligning presales, demo engineering, skunkworks, and sales operations into one governed customer lifecycle system.
- Authored Quant's Enterprise Operating Blueprint, mapping a nine-phase customer journey across business-unit quadrants so sales, delivery, and product teams could qualify, design, and hand off enterprise AI opportunities with a common operating language.
- Built the AI Discovery & Qualification toolkit: opportunity qualification framework, use-case discovery guide, solution discovery workbook, BRD templates, and strategic demo playbook for consistent client workshops.
- Authored Quant's Value Engineering Framework with CFO-ready ROI formulas tying CX workflow modernization to measurable outcomes including containment, FCR, labor capacity, cycle-time reduction, and cost-to-serve.

CCAAS/AGENTIC SOLUTIONING

- Designed the **Agentic Business Lifecycle** to extend beyond chatbot deployments into orchestrated workflow automation with human-in-the-loop approvals, evidence capture, and closed-loop KPI feedback.
- Authored a voice-streaming connector strategy across major CCaaS platforms, reducing multi-platform integration effort and improving delivery velocity.
- Led strategic client conversations to convert fragmented engagement workflows into tailored transformation roadmaps and implementation-ready solution architectures.
- Shaped a dual-track CCaaS integration model pairing tactical SIP delivery with a streaming-first abstraction layer so platform-specific integrations could move from bespoke effort toward reusable architecture.

SoundHound AI / Amelia (formerly IPsoft Amelia)

Apr 2019 - Oct 2025 Austin, TX / Remote

Senior Director, AI for Enterprise & Global Solution Architecture

CX PRACTICE BUILD & STAKEHOLDER LEADERSHIP

- Built and scaled enterprise CX solution architecture capabilities, partnering directly with CIO, CMIO, CXO, and contact center stakeholders to redesign customer and patient engagement workflows.

- Drove transformation across access, intake, scheduling, waitlist recovery, no-show recapture, post-visit collections, and service operations through conversational AI and workflow modernization programs.
- Founded NASA (Network of Amelia Solution Architects) and scaled global SA/SE from 3 to ~50 across four business units and four regions.
- Designed the global SA/SE operating model: hiring profiles, onboarding, enablement curricula, certification paths, Communities of Practice, utilization standards, and regional delivery cadence.

REVENUE, PRESALES EXECUTION & DELIVERY AT SCALE

- Influenced **\$50M+ in enterprise AI outcomes**, including \$17M Visionworks, \$9M SCE displacement, and \$6.25M Chipotle through discovery-led solutioning and executive technical strategy.
- Led **100+ production deployments** across Genesys, NICE, Five9, AWS Connect, EHR, CRM, ITSM, and API ecosystems.
- Built PoC governance and demo frameworks that increased technical win discipline and improved conversion in high-stakes enterprise pursuits.
- Owned executive demos, technical presentations, and RFP/RFI support across regulated enterprise pursuits, translating complex AI behavior into clear business value for technical and non-technical audiences.
- Trained and optimized TensorFlow, PyTorch, and BERT-based intent classifiers using F1, precision/recall, confusion matrix analysis, threshold tuning, and production iteration.

FRAMEWORKS, ANALYST POSITIONING & GOVERNANCE

- Delivered three 2025 analyst placements end-to-end - Everest Group PEAK Matrix Leader, IDC MarketScape Leader, and Gartner Magic Quadrant Visionary in Conversational AI - owning pipeline, briefings, and demos.
- Authored *Architecting Certainty*, a high-stakes demo and presenter methodology operationalizing the Golden Demo Library, PoC governance, and analyst-briefing posture across the global SE/SA practice.
- Authored Amelia's regulatory compliance reference guide spanning HIPAA/HITECH, GDPR, EU AI Act, ISO/IEC 42001, NIST AI RMF, BIPA, COAIA, and 20+ international AI and privacy frameworks.

OneSupport (formerly teleNetwork, Inc.)

Feb 2007 - Sep 2018 Austin, TX

Operations Manager - Technical Operations & Automation Builder

- Productized internal automation into a SaaS platform licensed to Frontier Communications (~\$2M ARR), replacing manual dispatch workflows with structured automation, reporting, and operational controls.
- Led 40+ person technical operations teams supporting telecom, broadband, and field service programs with top-decile quality, efficiency, and CSAT.
- Built contact center operations workflows across CRM, WFM, dispatch, reporting, escalation, and omnichannel routing patterns that informed later CCaaS and AI transformation work.

SELECTED PLATFORM DEPTH

CCAAS	Genesys, NICE, Five9, AWS Connect, custom SIP, LiveKit, Twilio, IVR/ACD, agent console integration.
AI / ML	Conversational AI, NLU/NLP, intent modeling, ASR/TTS, TensorFlow, PyTorch, BERT, LangGraph, RAG, Judge LLM.
ENTERPRISE	Salesforce, ServiceNow, Jira, Confluence, REST/OpenAPI, CRM/ITSM/EHR integration, workflow automation.
GOVERNANCE	SOC 2, HIPAA/HITECH, FedRAMP concepts, ISO 42001, EU AI Act, NIST AI RMF, PoC and evaluation governance.

SPEAKING · ANALYST · FRAMEWORKS · EDUCATION

SPEAKING	Gartner, Forrester, NVIDIA GTC, HIMSS, CCW; MBA guest lectures.
ANALYST	Everest Group PEAK Matrix, IDC MarketScape, Gartner Magic Quadrant conversational AI positioning support.
PUBLISHED FRAMEWORKS	<i>Architecting Certainty</i> ; Domain Intelligence Schema; enterprise AI governance and compliance playbooks.
EDUCATION	A.A.S., Computer Networking - ITT Technical Institute (2006) IBM Data Science Professional Certificate CCNA (prev.)

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