

\$50M+

Enterprise AI revenue influenced across financial services, healthcare, federal, and utilities

100+

Production AI deployments across CCaaS, CRM, ITSM, EHR, telephony, and API ecosystems

3 -> 50

Global solution architecture practice scaled across four regions and four business units

15+ yrs

Cradle-to-grave enterprise delivery across telephony, conversational AI, and agentic systems

SUMMARY

Field Deployed Engineer with 15+ years walking into ambiguous enterprise environments, shaping the AI solution, prototyping working systems, and owning delivery cradle-to-grave. Hybrid presales-architect-builder across financial services, healthcare, federal/DoD, and utilities. Influenced \$50M+ in enterprise AI outcomes, led 100+ production deployments across regulated industries, and built and scaled a global solution architecture practice from 3 to ~50 across four regions. Current technical focus: accountability infrastructure for agentic AI - permissioned ledger and Merkle-proof audit chains that let AI agents operate in liability-sensitive environments where regulators, auditors, and counsel need cryptographic proof of agent authority, scope, and execution.

CORE COMPETENCIES

FIELD DEPLOYED ENGINEERING	AGENTIC AI SYSTEMS	REGULATED INDUSTRY PATTERNS
Discovery	LangGraph	SOC 2
Executive Demos	Multi-Agent	HIPAA / HITECH
Prototyping	MCP	FedRAMP
PoC Strategy	RAG	SR 11-7
Cradle-to-Grave	Tool Calling	EU AI Act
Architecture	HITL	NIST AI RMF
Production Delivery	Evaluation	ISO 42001
Value Engineering	Voice / RTC	Audit Infrastructure

ROLE FIT

DISCOVER	PROTOTYPE	SHIP	CODIFY
Walks into ambiguous client environments, surfaces real problems, and turns them into demoable use cases with defensible value.	Builds working systems, not slides. Live demos and reference implementations earn trust with technical and executive buyers.	Owns delivery from shape through production. Stays through last-mile integration, escalation, and operational handoff.	Turns engagements into reusable patterns, frameworks, demos, and playbooks for Sales, Product, Engineering, and Delivery.

EXPERIENCE

Ravenhelm Consulting Feb 2026 - Present Austin, TX

Principal Consultant - Agentic AI Architecture & Accountability Infrastructure

- Independent technology consulting practice serving enterprise and regulated clients on agentic AI architecture, voice system design, and AI governance patterns. Active MSA engagement plus expert-network advisory across financial services and conversational AI markets.
- Building reference implementation of **permissioned ledger and Merkle-proof audit chains** for AI agent action accountability - designed for financial services, healthcare, and federal financial agency contexts where auditors and counsel need cryptographic proof of agent authority, scope, and execution.
- Production-grade reference stack: local Qwen3 inference (4090, 262k context, ~49 t/s), LangGraph multi-agent orchestration on k3s, MCP tool gateway with credential management and audit logging, LiveKit voice pipelines, Langfuse observability, and a six-axiom design framework for agent governance.

Quant Nov 2025 - Jan 2026 Remote

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

FRAMEWORKS, OPERATING MODELS & VALUE ENGINEERING

- Designed **VEQTOR**, the Quant Vision Engine for Knowledge, Transformation, Operations, and Revenue: a six-axis GTM 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, Product, Delivery, and Customer Success could qualify, demo, scope, implement, and expand enterprise AI opportunities with a common operating language.
- Authored Quant's Value Engineering Framework with CFO-ready ROI formulas tying agentic workflow modernization to measurable outcomes including containment, FCR, labor capacity, cycle-time reduction, and cost-to-serve.
- Built the AI Discovery and Qualification toolkit: opportunity qualification framework, use-case discovery guide, solution discovery workbook, BRD templates, and strategic demo playbook for consistent early customer conversations and technical win planning.

ENTERPRISE ENGAGEMENTS & TECHNICAL ARCHITECTURE

- Led **meter-to-cash end-to-end business orchestration** engagement for utility client PPL, spanning field technicians, billing, and regulatory compliance workflows - not a contact center play, but a cross-functional agentic workflow design across a regulated utility operating environment.

- Designed the **Agentic Business Lifecycle** to extend beyond chatbot demos into orchestrated workflow automation with human-in-the-loop approvals, evidence capture, and closed-loop KPI feedback.
- Developed an **Enterprise Work Graph** model normalizing ServiceNow, Jira, Salesforce, ITIL, Agile, and automation work into a canonical flow: signal to work item to decision to action to evidence to outcome.
- Authored a voice-streaming connector strategy across major CCaaS platforms, reducing multi-platform integration effort and giving Sales and Engineering a reusable architecture for technical customer questions.

SoundHound AI / Amelia (formerly IPsoft Amelia)

Apr 2019 - Oct 2025 Austin, TX / Remote

Senior Director, AI for Enterprise & Global Solution Architecture

REGULATED ENTERPRISE ENGAGEMENTS & PRACTICE BUILD

- Led enterprise solution architecture across regulated industries: financial services (BlackRock, Mastercard, Bank of America, Wells Fargo), healthcare (University of Miami, Wellstar, HCA RFP), federal/DoD (US Army via GDIT under FedRAMP, USMC via Deloitte under DoD clearance), and retail/services.
- Co-built Amelia's healthcare practice from zero, partnering directly with CMIO, CXO, and contact-center stakeholders to redesign patient access, intake, scheduling, waitlist recovery, no-show recapture, post-visit collections, and service operations through conversational AI and workflow modernization.
- Founded NASA (Network of Amelia Solution Architects) and scaled the global SA/SE practice from 3 to ~50 across four business units and four regions (NA, EMEA, APAC, LATAM).
- Designed the global SA/SE operating model: hiring profiles, onboarding, enablement curricula, certification paths, demo standards, Communities of Practice, utilization standards, and regional delivery cadence for consistent technical partnership across regulated buyers.

REVENUE INFLUENCE, DEMOS & TECHNICAL EXECUTION AT SCALE

- Influenced **\$50M+ in enterprise AI outcomes**, including \$17M Visionworks, \$9M SCE displacement, and \$6.25M Chipotle through discovery-led solutioning, executive demos, technical strategy, and buyer alignment.
- Led **100+ production deployments** across Genesys, NICE, Five9, AWS Connect, EHR, CRM, ITSM, and API ecosystems, giving prospects concrete answers on integration paths, operating risk, and enterprise readiness.
- Built PoC governance, evaluation-readiness, and demo frameworks that gave customers clear success criteria, technical implementation paths, and measurable value cases - directly contributing to lift in PoC win rate and overall enterprise sales conversion.
- Owned executive demos, technical presentations, training, and RFP/RFI support across regulated enterprise programs, 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, COMPLIANCE REFERENCE WORK & ANALYST INFLUENCE

- Authored Amelia's **regulatory compliance reference guide** spanning HIPAA/HITECH, GDPR, EU AI Act, ISO/IEC 42001, NIST AI RMF, BIPA, Colorado AI Act, and 20+ international AI and privacy frameworks - used by Sales, Solution Architecture, and Delivery in regulated buyer engagements.
- 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, technical narrative, 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.
- Turned recurring customer implementation patterns into reusable demo assets, discovery guides, governance models, and product feedback for Engineering, Product, Delivery, and GTM teams.

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 operator-facing workflows across CRM, WFM, dispatch, reporting, escalation, and omnichannel routing patterns, creating a practitioner foundation for later AI workflow adoption and customer enablement work.

SELECTED TECHNICAL DEPTH

AI / AGENTS	Agentic workflows, prompt engineering patterns, RAG, LangGraph, MCP, tool calling, human-in-the-loop approvals, Judge LLM, evaluation pipelines, local inference (vLLM, Ollama, TEI embeddings).
ACCOUNTABILITY INFRASTRUCTURE	Permissioned ledger and Merkle-proof audit chains, signed authority chains, scoped delegation, cryptographic identity (DIDs), immutable audit, six-axiom agent design framework.
INTEGRATIONS & PLATFORMS	REST/OpenAPI, webhooks, Salesforce, ServiceNow, Jira, EHR/CRM/ITSM, workflow automation; Genesys, NICE, Five9, AWS Connect, LiveKit, Twilio, SIP/WebRTC.
REGULATED INDUSTRY GOVERNANCE	SOC 2, HIPAA/HITECH, FedRAMP concepts, ISO 42001, EU AI Act, NIST AI RMF, SR 11-7 patterns, PoC and evaluation governance.

DEMOS · ANALYST · FRAMEWORKS · EDUCATION

DEMO & SPEAKING	Executive demos, analyst briefings, Gartner, Forrester, NVIDIA GTC, HIMSS, CCW; MBA guest lectures.
ANALYST	Everest Group PEAK Matrix, IDC MarketScape, Gartner Magic Quadrant conversational AI positioning support.
FRAMEWORKS	<i>Architecting Certainty</i> ; VEQTOR; Enterprise Operating Blueprint; Value Engineering Framework; Agentic Business Lifecycle; Enterprise Work Graph; Domain Intelligence Schema; APEX Automation CoE; regulatory compliance reference guide.
EDUCATION	A.A.S., Computer Networking - ITT Technical Institute (2006) IBM Data Science Professional Certificate CCNA (prev.)

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