

## \$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

Discovery	Executive Demos
Prototyping	PoC Strategy
Cradle-to-Grave	Architecture
Production Delivery	Value Engineering

### AGENTIC AI SYSTEMS

LangGraph	Multi-Agent
MCP	RAG
Tool Calling	HITL
Evaluation	Voice / RTC

### REGULATED INDUSTRY PATTERNS

SOC 2	HIPAA / HITECH
FedRAMP	SR 11-7
EU AI Act	NIST AI RMF
ISO 42001	Audit Infrastructure

## ROLE FIT

### DISCOVER

Walks into ambiguous client environments, surfaces real problems, and turns them into demoable use cases with defensible value.

### PROTOTYPE

Builds working systems, not slides. Live demos and reference implementations earn trust with technical and executive buyers.

### SHIP

Owens delivery from shape through production. Stays through last-mile integration, escalation, and operational handoff.

### CODIFY

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

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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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