

Nathan Walker

Healthcare AI · Global Sales Engineering Leadership · Enterprise CCaaS & Agentic AI

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\$50M+

Enterprise AI revenue influenced · \$17M Visionworks largest

3 → 50

SE org scaled · 4 post-acq BUs · NA / EMEA / APAC / LATAM

100+

Production deployments · Genesys, NICE, Five9, AWS Connect, EHR

3 of 3

2025 analyst placements · Everest, IDC, Gartner MQ Visionary

SUMMARY

Sales engineering leader who builds healthcare AI practices from inception and scales global SA/SE organizations through **\$50M+ enterprise AI revenue influenced** across 20+ healthcare accounts spanning payer, provider/IDN, DSO/specialty, RCM, ambulatory, vision, and home health. Founded NASA — Network of Amelia Solution Architects — scaling 3 → ~50 engineers across four BUs and four regions. Hands-on across the healthcare interoperability stack (Epic, Cerner, Meditech; FHIR/HL7) and end-to-end HIPAA/HITECH programs.

CORE COMPETENCIES

HEALTHCARE & INTEROP

Epic · Cerner · Meditech
· FHIR R4 / SMART on FHIR · HL7 v2.x
· HIPAA/HITECH · 42 CFR Part 2
· Payer / Provider / IDN / DSO / RCM

AI & AGENT STACK

Azure AI Foundry
· LangGraph / LangChain
· Model Context Protocol
· pgvector / DiskANN
· Multi-agent orchestration · RAG
· Judge LLM · Real-time voice agents

CCAAS, GTM & GOVERNANCE

Genesys · NICE · Five9
· AWS Connect · LiveKit / SIP
· MEDDPIC · Challenger
· POC governance
· SOC 2 · FedRAMP · ISO 42001 · EU AI Act · NIST AI RMF

EXPERIENCE

Nov 2025 – Jan 2026 Remote

Quant

Vice President, Business Solutions — GTM, Customer Strategy & AI Solutioning

- Owned enterprise solution architecture and customer-facing technical alignment across Sales, Product, and Delivery.
- Designed end-to-end Genesys Cloud → agentic AI telephony integration via LiveKit SIP for enterprise customer engagement.

Apr 2019 – Oct 2025 Austin, TX / Remote

SoundHound AI / Amelia (formerly IPsoft Amelia)

Senior Director, AI for Enterprise & Global Solution Architecture

HEALTHCARE PRACTICE BUILD

- Built Amelia's healthcare practice from inception. Closed UMiami Health (first intentional healthcare customer, co-sold) and **\$17M Visionworks** — blueprint replicated across DSO/specialty and vision. Paid engagements at Aspen Dental (TAG), Coast Dental, Eyefinity, and others.
- Led Epic, Cerner, and Meditech integration engagements — FHIR + HL7-mediated clinical and administrative context for voice and digital workflows; HIPAA/HITECH compliance design.
- Partnered directly with CIO, CMIO, and CXO leadership across patient access, intake, scheduling, waitlist recovery, no-show recapture, prior authorization, post-visit collections, and workforce coordination.

GLOBAL PRACTICE BUILDING & LEADERSHIP

- Founded NASA — scaled 3 → 10 engineers as Director establishing the brand, culture, and operating cadence. Promoted Implementation Engineer → Senior Director across four roles.
- Scaled to ~50 engineers across four post-acquisition BUs (Enterprise, Restaurants, Automotive, Smart Answering) spanning NA, EMEA, APAC, and LATAM as Sr. Director. Designed the SE operating model end-to-end: hiring, enablement, certification, Communities of Practice, utilization.

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continued

Senior Director, AI for Enterprise & Global Solution Architecture

REVENUE IMPACT & ENTERPRISE DEPLOYMENT

- **\$50M+ closed enterprise AI deals** — \$17M Visionworks, \$9M competitive displacement (SoCal Edison), \$6.25M Chipotle; material contribution at UMiami Health, Wellstar, and Thomson Reuters; principal solutioning on enterprise pursuits at HCA, Sutter, Ochsner, Optum.
- Led **100+ production deployments** across Genesys, NICE, Five9, AWS Connect, custom SIP, EHR, CRM, ITSM, and backend API integrations.

FRAMEWORKS, CENTERS OF EXCELLENCE & AUTHORSHIP

- Delivered three 2025 analyst placements end-to-end — Everest Group PEAK Matrix Leader, IDC MarketScape Leader, Gartner Magic Quadrant™ Visionary in Conversational AI — owning pipeline, briefings, and demos.
- Authored *Architecting Certainty: The Definitive Guide to the High-Stakes Product Demonstration* — demo philosophy and presenter playbook (Hero's Journey narrative + eight-pillar framework) operationalizing the Golden Demo Library, POC governance, and analyst-briefing posture across the global SE/SA practice.
- Compressed time-to-demo from weeks to days. Architected a Domain Intelligence Schema (DIS)-seeded demo generation system converting discovery inputs (vertical, persona, use case) into runnable agent demos and presenter narratives.
- Authored a 50+ page Presales Transformation Roadmap — full-lifecycle operating model (intake → discovery → demo → scoping → SOW → handoff → POC → sandbox → RFX) with build/buy decisioning per stage and 3-year projected ROI.
- **38% POC win rate · 114% sales win conversion lift · 40+ hrs/quarter SE prep saved.** Built the POC governance and evaluation framework, Golden Demo Library, and APEX Automation Center of Excellence that produced them.
- Authored Amelia's regulatory compliance reference guide (HIPAA/HITECH, GDPR, EU AI Act, ISO/IEC 42001, NIST AI RMF, BIPA, COAIA + 20 frameworks), the flagship product demonstration on SoundHound's Amelia product page, and the SoundHound voice AI blog feature *How Amelia 7's Agentic Framework Unlocks Flexible Automation*.

Feb 2007 – Sep 2018 Austin, TX

OneSupport (formerly teleNetwork, Inc.)

Operations Manager — Technical Operations & Automation Builder

- Productized internal automation to SaaS, licensed to Frontier Communications (~\$2M ARR). Engineered the workflow automation platform replacing manual dispatch. Led 40+ person technical operations team across multi-channel tech support programs; top-decile quality, efficiency, and CSAT.

SPEAKING · ANALYST · FRAMEWORKS · EDUCATION

SPEAKING

Gartner, Forrester, NVIDIA GTC, HIMSS, CCW.

ANALYST

2025 — Everest Group PEAK Matrix Leader; IDC MarketScape Leader; Gartner Magic Quadrant Visionary in Conversational AI.

PUBLISHED

Architecting Certainty (high-stakes demo methodology); Domain Intelligence Schema (semantic agent modeling); Regulatory Compliance Reference Guide for Conversational AI.

EDUCATION

A.A.S., Computer Networking — ITT Technical Institute (2006)

IBM Data Science Professional Certificate

CCNA (prev.)