

Kevin Curtin
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Ask AI about Kevin - Kevin.cloudevolve.ai

Profile Summary: Voice AI architect with 20+ years in enterprise telephony, specializing in AI voice and calling agents, automation and enterprise integration. Expert in deploying production voice AI solutions using a wide eco-system of SaaS and Enterprise platforms. Deep expertise in LLM orchestration, real-time speech processing, and workflow automation, transforming customer engagement through secure, scalable voice AI architectures.

Professional Experience:

3/20 – Current

CloudEvolve

Principal Consultant

Agentic AI and Orchestration

Designed and deployed Voice (PSTN/Web) calling agents using Bland.ai, Vapi.ai, Synthflow.ai, and Pipecat as examples and orchestrated via Vercel, Twilio Flex, Genesys Cloud, Azure Communication Services and AWS Connect. Applied AI/ML engineering expertise (Python, NLP/LLMs, MLOps) for context management, performance optimization, and secure, scalable deployment of conversational AI models. Established governance frameworks for AI voice agents, implementing security controls, compliance monitoring, and safety guardrails while enabling real-time sentiment analysis and conversation analytics to ensure responsible and insightful deployment of conversational AI. Architected cloud-native solutions on Microsoft/AWS/Google platforms for real-time telephony integration, enabling automated call routing (IVR), data enrichment, and AI-powered orchestration. Built advanced and scalable automation pipelines with n8n, Make, Zapier, and Azure/AWS/GCP, embedding these solutions into enterprise communications workflows. Integrated Voice AI agents with Microsoft Teams, Cisco Webex, Slack, Dynamics 365, Salesforce, and ServiceNow to support scheduling, customer engagement, reporting and many other successful edge cases, delivering AI-driven customer experience solutions that enhance service desk operations and cross-platform collaboration across enterprise systems.

Enterprise Voice Integrations

Architected and delivered Microsoft Teams Phone System deployments with Audiocodes SBCs, Direct Routing, E911, auto-attendants (IVR), and call queues. Integrated Microsoft, Cisco Call Manager, Avaya Aura, NICE CXone, and Genesys Cloud CX into unified voice ecosystems for large enterprises. Modernized collaboration environments by migrating from Slack, Webex, and Google Workspace into Microsoft Teams, ensuring compliance, data integrity, and user adoption. Consulted on global-scale projects, including a 65-country Teams Phone System rollout for a multinational gaming company and hybrid Teams Rooms integrations.

Designed secure, scalable voice and AI architectures across Azure, AWS, and GCP, balancing performance optimization, governance, and enterprise-grade security.

1/18 – 3/20

Core BTS (Formerly SADA Systems MSFT)

MSFT Intelligent / Unified Communications Practice Lead

Lead business development and growth of full-service UC practice encompassing convergence competency, complete communications ecosystem, and managed services for Core BTS Microsoft and Cisco portfolios. Responsibilities include demand generation, partner co-sell, pre-sales technical design, strategic solution positioning, enterprise delivery oversight, and quality control. Subject matter expertise in converged communications including telephony, conferencing, and contact center across the Microsoft, Cisco, Jabra, Poly, Logitech, AudioCodes, Ribbon, Oracle, Yealink, Crestron, Pexip, Nectar, and IR ecosystem.

9/12 – 1/18

NACR/Converge One

MSFT Unified Communications U.S. North-East Practice Lead

Responsible for regional y/y P&L growth and practice evolution. Lead profile responsible for service integration with a range of business lines including convergence, data center, managed services, application development and contact center practices. Lead cloud (private / public) strategist on national team. Day to day - enterprise / mid-tier class opportunity lead qualification, presales, partner relations, architectural envisioning, service delivery and customer onboarding into managed services contractual relationships.

6/10 – 9/12

Carousel Industries

Microsoft / Unified Communications North-East Practice Lead

Microsoft / UC Practice lead. Delivery of mid-market / enterprise class architectural envisioning, pre-sales, solution fulfillment and upselling technical services and solutions for 5000+ customer base. Focus on emerging technologies & product futures, multi-vendor integration / interoperability across premise and cloud centric scenarios. Management of MSFT UC pipeline, vendor / partner relationships. Day to day - Pre-sales, practice development, P&L management, service delivery, partner relations.

7/08 – 6/10

BT Americas

Senior Microsoft Consultant

Senior Microsoft consultant for field operations in Northeast region. Technical lead and pre-sales engineer on Global scaled Microsoft infrastructure design and optimization, messaging and Unified Communications engagements. Work-streams include project management, design, implementation and operational support of Microsoft Active Directory services environments, and oversight of global / enterprise customer focused UC initiatives. Day to day - presales, architecture, service delivery.

6/01 – 6/08

Aegis Technology Consulting, MA

Senior Microsoft Consultant /Infrastructure Design and Management:

Firm's lead MSFT consultant dedicated to infrastructure design and management initiatives involving coexistence, implementation, migration and acquisition scenarios for wide client base with user populations ranging from 100 to 100,000. Strategic systems integrator for virtualization and business continuity initiatives. Role responsibilities involve providing pre-sales support, consulting and implementation services, process improvement, service / product offering development and business analysis methodology.

Programming Language Proficiency

PowerShell, Python, .NET, JavaScript, SQL, JSON, Power Fx, TypeScript, Node.js, WebRTC, SIP, SSML

AI/ML & Language Technologies

Large Language Models & NLP

- LLM Integration: OpenAI GPT-4, Claude, Gemini, Azure OpenAI Service; fine-tuning and prompt engineering for voice applications
- Conversational AI: Dialogflow, Amazon Lex, Azure Bot Framework, RASA; multi-turn dialogue management and context handling
- NLP Frameworks: LangChain, Semantic Kernel, Hugging Face Transformers; intent recognition and entity extraction
- Speech Technologies: Azure Cognitive Services Speech, Amazon Transcribe/Polly, Google Speech-to-Text/Text-to-Speech, Whisper

ML Operations & Analytics

- Voice Analytics: Real-time sentiment analysis, emotion detection, conversation intelligence, and call scoring models
- MLOps: Model deployment pipelines, A/B testing frameworks, performance monitoring, and drift detection for production voice AI
- Vector Databases: Pinecone, Weaviate, Azure Cognitive Search for RAG (Retrieval-Augmented Generation) implementations
- Orchestration: Prompt chaining, function calling, tool use, and agent architectures for complex voice workflows

Safety & Governance

- AI Safety: Guardrails implementation, content filtering, PII detection/redaction, and hallucination mitigation
- Compliance: GDPR/CCPA compliance for voice data, call recording regulations, consent management
- Evaluation: Automated quality assurance, conversation scoring, model performance metrics, and human-in-the-loop validation

Education:

Johnson & Wales University, Providence, RI

Bachelor of Science, International Business, May, 1999

Advanced Unix Curriculum, **Community College of Rhode Island**, December, 2001

Entrepreneurial studies, Eastern Europe, Czech. Rep, Hungary, Austria (Summer, 1999)

This educational tour encompassed studies concerning the economic and political infrastructures of Eastern Europe. Highlights of this trip included:

- Extensive case studies with Ford Motor Company, Philips Electronics, Coca-Cola, and North American Bus Industries (NABI).
- In-depth lectures and seminars at premier foreign universities on Eastern European political history and emerging market trends.
- Several exclusive interviews concerning Eastern European market forecasting and foreign investment topics with ambassadors from the Czech. Republic, Hungarian, and Austrian American Chambers of Commerce.

IHM School of Economics, Gothenburg, Sweden (Spring, 1997)

This three month term in Sweden included:

- Economic trends and history of the European Union.
- Comparative analysis studies concerning economic and political structures worldwide.
- Extensive and hands-on international marketing research projects with SKF, Volvo, and Motorola.

Professional Associations: Boston Windows Server Users Group, Boston Exchange Server User Group, Rhode Island Technology Council, Northern Rhode Island Chamber of Commerce, Greater Providence Chamber of Commerce, Rhode Island Association of Information Technology Professionals

Recent certifications:

AWS Solutions Architect Associate - 01/25

References available upon request