

NATHAN WALKER

Head of Deployed Engineering | Central US

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EXECUTIVE SUMMARY

Deployed Engineering and Solution Architecture leader with 15+ years building and scaling customer-facing technical teams and enterprise automation programs. **Proven servant leader** who builds high-performing teams and turns people into leaders. Track record delivering technical wins, revenue outcomes (\$50M+ closed), and repeatable operating systems across Conversational AI, GenAI, and workflow transformation. Deep experience with enterprise buyers, complex integrations, and security/compliance expectations (SOC 2, HIPAA, FedRAMP). **Hands-on builder:** currently developing LangGraph multi-agent systems with voice integration and Langfuse observability.

CAREER HIGHLIGHTS

- ▶ \$50M+ enterprise revenue influenced/closed — including \$9M competitive win (SoCal Edison), \$6.25M innovation deal (Chipotle)
- ▶ Built & scaled global presales org (NA, EMEA, APAC, LATAM); created playbooks, enablement, Communities of Practice
- ▶ POC governance model → 76% win rate; improved overall win conversion 638%
- ▶ 10+ years voice/telephony: contact center platforms (Genesys, NICE, Five9), SIP/WebRTC, ASR/TTS integration
- ▶ Golden Demo Library + automated provisioning → reduced demo prep 40+ hours/quarter
- ▶ Engineered workflow automation platform (~\$2M ARR); led 40+ person ops teams to top-decile performance

CORE COMPETENCIES

Deployed Engineering Leadership

Hiring, coaching, performance management, operating cadence, global + regional execution

Voice AI & Real-Time Systems

LiveKit, Twilio, WebRTC, SIP, MRCP; ASR/TTS (Deepgram, ElevenLabs); contact center

Enterprise GTM / Technical Win

MEDDPICC discovery, competitive differentiation, executive storytelling, QBRs, expansion

Architecture & Platform Engineering

APIs, integration patterns, event-driven systems, reliability, deployment, scalability

Agentic AI & GenAI Systems

LangGraph orchestration, supervisor patterns, tool calling, LLM/RAG, evaluation, observability

Governance & Value Engineering

Responsible AI, auditability, security baselines, ROI modeling, KPIs, benefits realization

PROFESSIONAL EXPERIENCE

Quant | Vice President, Business Solutions (GTM / Customer Strategy)

Nov 2025 – Present • Remote

- ▶ Rejoined founder Chetan Dube (IPsoft/Amelia) to lead enterprise solution strategy and customer-facing technical alignment across Sales, Product, and Delivery
- ▶ Building executive-ready narratives tying technical architecture to ROI, risk controls, and operational KPIs; driving structured discovery for complex enterprise accounts

SoundHound AI / Amelia (formerly IPsoft Amelia) | Senior Director, AI for Enterprise & Global Solution Architecture (APEX CoE Lead)

Apr 2019 – Oct 2025 • Austin, TX / Remote

- ▶ Promoted through four roles from Implementation Engineer to global presales leadership; built and scaled org from 3-person regional team to unified global practice (NA/EMEA/APAC/LATAM)
- ▶ Directly contributed to \$50M+ closed enterprise AI deals — including \$9M competitive win (SoCal Edison) and \$6.25M innovation deal (Chipotle)
- ▶ Architected APEX Automation Center of Excellence: federated governance model, financial operating model, and phased roadmap driving enterprise AI transformation
- ▶ Built POC governance + value demonstration framework achieving 38% POC win rate; improved overall sales win conversion 114%
- ▶ Led 100+ enterprise voice deployments across Genesys, NICE, Five9, and custom SIP integrations; created GenAI strategy workshops and enablement curricula
- ▶ Known for championing teams and developing future leaders; established Communities of Practice to scale knowledge-sharing across regions

EARLIER EXPERIENCE

teleNetwork, Inc. | Operations Manager (Technical Operations / Automation Builder)

Feb 2007 – Sep 2018 • Austin, TX

- ▶ Led 40+ person technical operations team with top-decile performance in quality, efficiency, and CSAT; known for developing talent and building high-accountability culture
- ▶ Conceived and single-handedly engineered workflow automation platform (age 22) replacing manual dispatch system; licensed to Frontier Communications generating ~\$2M ARR
- ▶ Built enterprise contact center operations platform integrating CRM, WFM, and omnichannel routing; overhauled key sales program increasing revenue 300% in six months

got2go2, LLC | Support Manager

Sep 2018 – Apr 2019 • Austin, TX

- ▶ Built end-to-end customer support operations for startup marketing application; implemented Freshworks for CRM + omnichannel support from scratch

INDEPENDENT WORK: AGENTIC SYSTEMS ARCHITECTURE

Developing a principled framework for accountable, ontology-driven AI agent systems | github.com/nwalker85 • nwalker.cc

- ▶ Six-axiom design framework addressing agent accountability, governance, and enterprise-grade observability
- ▶ Runestack: Accountability layer with delegation chains, cryptographic attestation, and external verification
- ▶ LangGraph multi-agent orchestration with supervisor patterns and domain-specific subagents
- ▶ Langfuse integration for LLM observability (tracing, prompt management, evaluation)
- ▶ Voice stack: LiveKit (WebRTC session state, VAD), Twilio (SIP telephony, DIDs), Deepgram ASR, ElevenLabs TTS
- ▶ Local inference: vLLM, Ollama, TEI embeddings; multi-model routing across Anthropic, OpenAI, Groq
- ▶ Infrastructure: PostgreSQL + pgvector + Neo4j + Redis; Grafana/Prometheus/Loki/Tempo observability
- ▶ Bifrost: Custom MCP-style tool gateway with credential management, rate limiting, audit logging

TECHNICAL SKILLS

AI/ML & LLM LangChain, LangGraph, Langfuse, LangSmith; agent orchestration patterns; vLLM, Ollama, TEI embeddings; evaluation frameworks

Voice & Telephony Twilio, LiveKit, WebRTC, SIP, MRCP; ASR (Deepgram, Google, Azure, Whisper); TTS (ElevenLabs, Piper); streaming audio

Contact Center Genesys, NICE, Five9, 8x8, AWS Connect; IVR/ACD/DID infrastructure; omnichannel routing

Languages & Data Python (FastAPI, async, LangGraph), TypeScript, SQL, Go; PostgreSQL, pgvector, Neo4j, Redis, ClickHouse

Platform & Security Docker, GitLab CI/CD, Traefik, Cloudflare; Grafana/Prometheus/Loki/Tempo; AWS/Azure/GCP; SOC 2/HIPAA/FedRAMP patterns

THOUGHT LEADERSHIP & SPEAKING

Conference speaker: Gartner, Forrester, NVIDIA GTC, HIMSS, CCW; MBA guest lectures

Architecting Certainty
High-stakes demo & POV methodology

APEX Automation CoE
Federated governance operating model

Domain Intelligence Schema
Semantic modeling for agent systems

EDUCATION & CERTIFICATIONS

A.A.S., Computer Networking – ITT Technical Institute (2006) | **IBM Data Science Professional Certificate** | CCNA (prev.)

Remote (Central US) • Available for travel • Executive engagement • Hands-on technical leadership