

Christopher Aleman

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PROFESSIONAL SUMMARY

AI leader who still builds. Founded and led IntelePeer's AI Center of Excellence — built the company's agentic AI framework, owned model governance, and delivered enterprise implementations across healthcare, retail, and logistics. Fifteen years of contact center and customer delivery leadership underneath it, from a 200-seat operation to a health plan serving 3.8 million members. Translates generative AI and large language models into production agentic systems, and trains partners and cross-functional teams to do the same.

CORE COMPETENCIES

AI & Technology: Agentic AI • Generative AI • LLMs • Prompt Engineering • AI Model Governance • Voice AI (ElevenLabs, Deepgram, LiveKit) • GPT-4o / Azure AI

Leadership: Customer Success • Partner Enablement & Training • AI CoE Management • Contact Center Operations • Cross-functional Team Leadership

Business: Enterprise Client Management • PCI / AI Security Compliance • Process Improvement • Vendor & Contract Management • International Operations

WORK EXPERIENCE

IntelePeer

January 2019 – August 2026

Director, AI Center of Excellence | AI Customer Implementations

January 2025 – August 2026

- Served as company-wide AI SME and implementation anchor for 30+ enterprise clients across healthcare, retail, and logistics — driving outcomes including \$493K in automated payment collections (Smile Doctors), 83% call transfer accuracy (A. Duie Pyle), and 58% appointment confirmation rates (42 North).
- Served as the technical resource for the channel partner AI program — coached partners on agentic design and prompt engineering, architected and replicated agent flows across partner environments, and defined multi-agent architectures for inbound use cases in collaboration with the Channel Partner Sales Team.
- Created and ran a daily AI Help Call and weekly Office Hours serving 40+ cross-functional team members; sessions recorded and distributed org-wide to accelerate AI fluency at scale.
- Led AI model governance — identified production workflows running on outdated models, drove GPT-3.5 → GPT-4o upgrades across customer implementations, and enforced quality standards company-wide.
- Partnered with the CISO to define secure AI agent usage with PCI-protected payment data; led cross-functional compliance sessions establishing agent security standards.
- Drove voice AI delivery and production reliability — integrated ElevenLabs TTS into live flows, resolved Azure Content Filter issues through direct Microsoft escalation, and led Deepgram ISP outage response with same-day safeguard implementation.

Director, Customer Success (AI Services)

July 2024 – December 2024

- Led technical customer success engineering and AI implementation delivery across IntelePeer's communications platform.
- Founded IntelePeer's agentic AI framework — led internal kick-offs, defined agent typology by use case, and built the organizational knowledge base that became the company-wide standard for AI adoption.
- Built and productized the Voicemail Detection Agent (VMD) — independently developed the proof of concept and partnered with product to ship it as a native offering; improved classification accuracy from ~40% (standard PSTN answering-machine detection) to ~70% in production.
- Delivered initial enterprise AI implementations across healthcare and communications clients, personally leading high-urgency builds that established the team's implementation playbook.

Senior Manager, Customer Success (AI Services)

July 2023 – July 2024

- Scaled the Customer Success Engineering team and processes to support growing AI product adoption across the partner ecosystem.
- Served as senior technical escalation point for AI implementations; drove resolution of complex integration challenges across voice, API, and platform layers.
- Core member of the Rapid Implementation Team, onboarding and activating enterprise customers within 30 days.

Manager, Customer Success Engineering

August 2022 – July 2023

- Managed 2 direct reports while extending indirect oversight to the implementation delivery team; engineers served as cross-project SMEs, reducing escalations and improving delivery quality across the portfolio.

Manager, Customer Success

April 2021 – August 2022

- Led a team of 5 CSMs while personally managing a high-profile account portfolio including SimonMed, HomeServe, and SharkNinja — balancing strategic account ownership with frontline people leadership.

Lead Customer Success Manager

January 2020 – April 2021

- Owned a portfolio of strategic enterprise accounts while mentoring incoming CSMs, contributing to a more scalable onboarding and ramp process as the team grew.

Customer Success Manager

January 2019 – January 2020

- Bilingual (English/Spanish) CSM covering Latin America and Europe — serviced clients and trained channel partners across Chile, Peru, Brazil, Mexico, Colombia, and Spain on IntelPeer's platform (SmartFlows, SmartEngage, Insights); served as regional product SME.

Arise Virtual Solutions

August 2017 – January 2019

Senior Performance Compliance Lead

- Managed quality assurance, contract management, and vendor relationships for 1,000+ independent service partners, with direct oversight of 40 Quality and Escalation resources.
- Primary escalation owner for enterprise clients including Disney, Carnival Cruise Lines, Apple, and Intuit; managed end-to-end tracking and resolution across all accounts.

EmblemHealth → Cognizant

October 2013 – April 2017

EmblemHealth outsourced its contact center operation to Cognizant in 2016. I transitioned with the operation and was rebadged as a Cognizant employee — same program, same members, continuous service.

Sr. Manager, Contact Center Operations — Cognizant

August 2016 – April 2017

- Stood up a 200-seat healthcare contact center from the ground up across Operations, Quality & Training, and Workforce Management, serving 4M healthcare members.
- Onboarded 200+ employees across seven simultaneous training classes over five months with a 99% passing rate; created a paperless environment that reduced administrative costs across on- and offshore sites.

Manager, Customer Service — EmblemHealth

October 2013 – August 2016

- Led inbound and outbound customer service for 3.8M members across Medicare, Medicaid, and Commercial lines, handling 10,000+ calls per day.
- Provided leadership over 7 supervisors, 6 team leads, and 120+ customer service advocates, plus multi-site staff across multiple states.
- Consolidated the Interactive Voice Response (IVR) system from seven trees to two and added payment processing capabilities; helped develop a new quality program and after-call survey tool.

COMMUNITY LEADERSHIP

HOA Board of Directors

2023 – Present

Elected board member overseeing community governance, budget planning, vendor management, and resident relations. Currently serving as President.

Flanagan NJROTC Booster Club | President & Founding Member

March 2016 – March 2023

Founded the nonprofit; handled all Articles of Incorporation and state and national filings. Raised \$15,000 for National Competition travel. Awarded Parent of the Year, June 2016.

MILITARY SERVICE

United States Navy | Sonar Technician

January 2002 – August 2008

TECHNICAL PROFICIENCIES & PROFESSIONAL DEVELOPMENT

AI & Voice Stack: GPT-4o / Azure AI · ElevenLabs · Deepgram · LiveKit · Prompt Engineering · Agentic Architecture · Generative AI · LLMs

Professional Development: Managing a Customer-Focused QM Program, Contact Center Association (2012) · Management Development Program, HomeServe USA (2011)