

Christopher Aleman

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PROFESSIONAL SUMMARY

AI executive with 15+ years of progressive leadership, most recently founding and leading IntelPeer's AI Center of Excellence — building the company's agentic AI framework and delivering enterprise implementations across healthcare, retail, and logistics at scale. Proven track record of translating generative AI and large language models (LLMs) into production agentic systems, and enabling 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

IntelPeer

January 2019 – Present

Career progression: CSM → Lead CSM → Manager, CS → Manager, CS Engineering → Sr. Manager, CS Engineering → Director, CS Engineering → Director, AI Center of Excellence

Director, AI Center of Excellence | AI Customer Implementations

January 2025 – Present

- 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- Led AI model governance — identified production workflows on outdated models, drove GPT-3.5 → GPT-4o upgrades across customer implementations, and enforced quality standards company-wide.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 Engineering

July 2024 – January 2025

- Led technical customer success engineering and AI implementation delivery across IntelPeer's communications platform.
- Founded IntelPeer'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 AMD) 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.

Sr. Manager, Customer Success Engineering

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.

Earlier roles at IntelPeer:

Manager, Customer Success Engineering

July 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

July 2021 – July 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

July 2020 – July 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, International

January 2019 – July 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

Sr. Lead, Performance Compliance

- 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

Sr. Manager, Contact Center Operations (Cognizant, 2015–2017) | Manager, Customer Service (EmblemHealth, 2013–2015)

- Directed a 200-seat contact center across Operations, Quality & Training, and Workforce Management serving 4M healthcare members; onboarded 200+ employees across seven simultaneous training classes with a 99% passing rate.
- Led inbound/outbound customer service for 3.8M members across Medicare, Medicaid, and Commercial lines (10,000+ calls/day); consolidated IVR system from 7 trees to 2, adding payment processing capabilities.

COMMUNITY LEADERSHIP

HOA Board of Directors

2023 – Present

Elected board member overseeing community governance, budget planning, vendor management, and resident relations.

Flanagan NJROTC Booster Club

March 2016 – March 2023

President & Founding Member

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

TECHNICAL PROFICIENCIES & PROFESSIONAL DEVELOPMENT

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

Managing a Customer-Focused QM Program | Contact Center Association | 2012

Management Development Program | HomeServe USA | 2011