

Ken Grafals

United States (Remote) | ken@grafals.net | 856-383-4963 | [linkedin.com/in/kengrafals](https://www.linkedin.com/in/kengrafals)

SUMMARY

Solutions Architect with 17+ years across software engineering, conversational AI, solution architecture, and enterprise delivery. Designed Apple's production voice IVA handling **10–11M calls per month**, and drove a **20-point containment lift** at Kore.ai with a GPT-powered call analysis tool I built. Hands-on with LLMs, RAG, and prompt engineering. Have written the code, designed the conversation, architected the solution, and led the delivery.

TECHNICAL SKILLS

Conversational AI & Voice: IVA, chatbot, and voice architecture; NLU/NLP design and tuning; dialog management; slot-filling, fallback and recovery patterns; IVR development; ASR/TTS pipelines; barge-in, turn-taking, DTMF; SIP

AI & LLMs: LLM orchestration and prompt engineering; tool/function calling; RAG; hybrid NLU + LLM design

Programming: Python, Java, SQL (PostgreSQL, SQL Server), REST APIs, Next.js/TypeScript

PROFESSIONAL EXPERIENCE

| Kore.ai — Engagement Manager

May 2025 - March 2026 | Remote

- Built a **GPT-powered call analysis web app** that classifies production calls (contained, drop-off point, root cause) and generates aggregate insight reports. Compressed roughly a week of manual analysis into **30 minutes**, was adopted by internal Kore.ai delivery teams, and drove a **20-point containment lift (10% to 30%)** on a program where I owned analysis, design, and delivery
- Owned SOW alignment and change control on programs that scaled from **\$100k–\$200k baselines to \$500k and over \$1M**, including a single **\$200k client-funded change request**
- Ran **50 steering committee sessions** and executive reviews with client stakeholders over the final year, maintaining alignment and controlling scope on complex programs
- Led delivery of enterprise conversational AI programs, running cross-functional teams of **3 to 10** (devs, NLP/prompt engineers, QA, architects) with up to **2 concurrent engagements**
- Navigated **6+ executive escalations** across two programs and negotiated scope and timeline adjustments with **3 to 8 client stakeholders per program**, surfacing client-side impediments to keep delivery on track
- Delivered enterprise GenAI programs through architecture and security review to production launch, including AMD's HR automation on client-hosted GPT with ServiceNow integration and secure Trexis Insurance core API integrations

| Kore.ai — Lead Conversation Architect

May 2022 - May 2025 | Remote (Promoted to Lead within 13 months)

- Architected chatbot, IVA, and voice solutions across **10 enterprise programs in 8 industries** for clients including **LG, McDonald's, AMD, Charter, Astound Broadband, and OneCall**. Solutions spanned **20–50 intents, 10–30 dialog flows, and 2–6 backend integrations** each
- Built a **reusable Python framework for prototyping LLM-based agents** with RAG, long-term memory, code generation, and function calling. Used it to ship a **client-facing GenAI shopping assistant for LG**
- Established Kore.ai's conversation design practice from the ground up: style guides, specification templates, a **custom Lucidchart shape library**, and a company-wide design wiki adopted by **5 designers**
- Owned technical solutioning alongside conversation design: integration planning across **2 to 6 backend systems per program**, algorithm-level dialog logic, and NLU-to-LLM routing decisions based on reliability requirements. Applied across the **LG GenAI shopping assistant**, Alaska Airlines SearchAssist, and the DAZN demo
- Authored **20+** technical proposals and solution designs for client and prospect engagements

| Interactions LLC — Senior Conversation Designer

July 2013 - May 2022 | Remote

- Designed Apple's voice IVA, a production system handling **10–11 million calls per month** with **50+ intents**, complex SAP-integrated order status, and **50+ live agent transfer destinations**
- Drove a **10-point containment lift** from a single design change: a live-agent-handler redesign that reframed transfer responses to encourage callers to self-serve
- Designed and led delivery of a **production web portal for the Apple IVA** combining change management, real-time analytics, and call analysis tooling. Designed in Figma, then led delivery as PM, Scrum Master, and fractional product owner
- Developed the conversation design methodology for the team, including delivery process, design artifacts, templates, and naming conventions. Adopted by **10 designers** and still in use
- Improved barge-in behavior and DTMF fallback design in production voice systems, reducing caller friction and lifting containment and recognition rates

| Interactions (LLC & Corporation) — Software Developer, IVRs

April 2007 - July 2013

- Built NLP-powered voice assistant solutions in Java for Fortune 500 clients, including Apple's IVA handling **10–11 million calls per month**
- Developed dialogue logic, SQL database schemas, and API integrations for production IVR systems
- Led development teams of **6 engineers** as a certified Scrum Master

PROJECTS

| Terra — Personal AI Operating System

2025 - Present

- Designed and operates a personal AI operating system on a self-managed Hetzner VPS: **3 production apps**, **3 custom MCP servers exposing 43+ tools**, a Next.js dashboard on Vercel, and Neon serverless Postgres with **10 tables**
- Built cron-driven job scrapers across **3 sources and 18 search terms**, automated AI research briefings, and Resend-based email dispatch
- End-to-end ownership across infrastructure, data model, application, agent layer, and operations. **OAuth 2.1**, **systemd**, **Caddy reverse proxy**, **~155 commits**, **220 tests**

EDUCATION

BA, Computer Science — Rutgers University (2002 - 2006)

CERTIFICATIONS

Certified ScrumMaster — Scrum Alliance