

Keerthikaran Karunakaran

Forward-Deployed Solutions Leadership · Voice AI · 0 to 1 Market Building

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Voice AI operator, **11+ years in customer-facing roles** and the last three deploying voice and conversational AI inside large Indian enterprises. I own a **20+ account enterprise book** at ConvoZen.ai, a platform running **40M+ voice AI calls a month**, and lead a four-person team on it. I do the forward-deployed work myself: scope the use case with the customer's engineers, design the integration and write the API specification, build the demo, then take the result to their C-suite. I have opened a market from zero before, at OYO, and hired the team that ran it. MBA, Schulich; ex-Amazon, where I led 700+ people and promoted seven managers.

40M+/mo

voice AI calls on the platform I deploy

20+

enterprise voice deployments owned end to end

0 to 400+

corporate accounts opened building a vertical from scratch

700+ / 7

people led and managers promoted

PROFESSIONAL EXPERIENCE

ConvoZen.ai (NoBroker) Associate Director, Enterprise Solutions

Dec 2025 – Present

Bengaluru, India · enterprise voice AI platform (proprietary STT and TTS, 22 languages), 40M+ calls/month

- Own **20+ enterprise voice and conversational AI deployments end to end**, from first scoping call to production, across BFSI, insurance, lending, auto, telecom, real estate, e-commerce and renewables. HDFC Life, Jana SFB, Maruti Suzuki, Waaree Energies, ACT Fibernet and Casagrand among them.
- Run discovery with the customer's engineering and business teams, find the use case worth building rather than wait for a brief, then **architect the integration and write the API specification the build runs on**.
- Author the **production agent logic** customers run on: tool and function calling, live language switching, interruption and objection handling, compliance guardrails, and the post-call extraction that writes back to their CRM.
- Work the whole voice stack with customers: **ASR accuracy on telephony audio, TTS quality, latency and barge-in, code-switching across Indian languages**, telephony and CRM integration, and cost per connected minute.
- Present to both audiences. Business reviews for customer leadership, including an anchor bank at 3.36M calls a month where one analysis showed **31.7% of 16.3M dial attempts reaching nobody**, and the technical readouts that go to their engineers.
- Lead a four-person team across 24 accounts and built the systems it runs on: a delivery tracker for POC through production, an escalation register across 12 CSMs, and a natural-language query layer over the **68M-row** call database.
- Front the product in public. Led **ConvoZen Launch Day**, took the stage at the **HDFC Life AI-thon** and at our event with **EkStep**, and ran ConvoZen's presence at **Global Fintech Fest**.

Waaree Energies · Energy Advisor **bespoke integration, 2026**

A four-agent voice program that takes a solar lead from CRM registration to a paid order with no human on the line. I architected it and wrote the API specification: **Dynamics 365** for lead trigger and disposition write-back, **BigCommerce** read live mid-conversation for catalogue, stock and price and then driven through the full cart, checkout and order-creation chain, and **WhatsApp** for the post-call summary. Designed the routing matrix, the 41 post-call extractors, and the **channel-partner acceptance ladder** that moves an untouched lead down a tier on a 30-minute SLA. Three languages switched live, one persona across all four agents. I built the Postman collections, ran the solution design and delivered the executive readout.

HDFC Life · Persistency and Inbound **bespoke deployment, 2026**

Designed the calling logic for renewal collections: a disposition tree of **~90 connect and non-connect outcomes**, each with its own recycle rule, running against **100+ policy fields** and **11 Indian languages**. Delivered the inbound agent as a second use case, plus the bulk lead-push and disposition-update APIs and the reporting the client's business team runs on. Consumption went from **143 to 13,776 monthly interactions inside a quarter**.

Gupshup Associate Director, GTM & Customer Success

Nov 2023 – Nov 2025

Bangalore / Remote, India · voice AI, conversational AI and CPaaS

- Led a regional team deploying voice AI and CPaaS into enterprise accounts and high-growth startups, taking the portfolio to **\$12M+ ARR** and **70% NRR improvement YoY**.
- Worked alongside solution architects and customer engineering teams to move GenAI and voice workflows out of pilot and into production, and with C-suite sponsors to fund the next phase.
- Carried field insight back into the product. Customer feedback I brought in shaped **6+ shipped product iterations**.
- Built the playbooks and training the team deployed with, so adding customers stopped requiring headcount at the same rate.

Amazon Operations Manager, L6 · Pathways Leadership Program

Jan 2021 – Aug 2023

British Columbia, Canada

- Selected for Amazon's Pathways leadership program and handed two underperforming fulfilment centres. Led **700+ associates and 9 managers** across operations running 1M+ weekly deliveries.
- **Hired, coached and promoted seven managers**, and took **\$8M of cost out in five months** by redesigning workflows against the data.

OYO Rooms Regional Business Head, GTM & Sales

Jun 2015 – Jun 2018

Chennai, India

- Ran one of OYO's largest regions as a pseudo-founder with full P&L ownership during hyper-growth. Supply **scaled 50x, from 10 to 500+ properties**.
- **Opened the enterprise B2B vertical from zero to 400+ corporate accounts** and half a million MRR. Hired and led the 10-person team that did it, and wrote the playbooks it ran on.
- Opened three adjacent revenue lines by finding new applications for the same product in new sectors.

HANDS-ON DELIVERY

I prototype before I propose. The demo, the integration spec and the analysis are usually mine.

- **Python and SQL daily.** Pipelines that categorise millions of call and chat transcripts, a natural-language-to-SQL agent over a 68M-row production database, and the campaign analysis that has changed how customers dial.
- **Build the demos and prototypes that win the technical evaluation:** Postman collections, API specifications and working integrations, before anyone commits engineering time to them.
- Ship internal software end to end with agentic coding tools. A Next.js and Prisma delivery tracker, an internal prediction market for forecasting, and the client analysis and review generators the team uses.
- Comfortable across what a voice deployment touches: REST and webhooks, SFTP, CRM (Dynamics 365, Salesforce), commerce APIs, Docker and Kubernetes, plus the security and data-residency review that comes with Indian BFSI.

CORE CAPABILITIES

Forward-Deployed Solutioning · 0 to 1 Market Entry · Hiring and Leading Technical Teams · Bespoke Integration Architecture · Use-Case Discovery and Scoping · Demo and Prototype Building · Executive and Engineering Stakeholder Management · Deal Structure and Revenue Impact · Channel and Partner Ecosystem · Field Insight into Product Roadmap

VOICE AI DEPTH

ASR / STT and word-error rate on telephony audio · TTS quality and voice selection · Latency, duplex and barge-in · Multilingual and code-switching · Agent design, tool calling, evals · Telephony, dialler and CRM integration · Cost per connected minute

TOOLS

Python · SQL and Metabase · REST APIs, Webhooks, SFTP · Postman · Dynamics 365, Salesforce, BigCommerce · LLM APIs and agent frameworks · RAG and evals · Next.js and Prisma · Docker and Kubernetes

EDUCATION

MBA, Schulich School of Business, York University, Canada · 2020 | B.Tech, Electrical and Electronics Engineering, NIT Tiruchirappalli · 2014