George Kulick

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Solution Architecture | Conversational AI | Enterprise Integration Design

Summary

Solution architect with 15 years designing and delivering enterprise conversational AI and customer-experience integrations. Scoped and implemented 40–60 custom integrations for major North American brands, then led a five-person architecture team supporting an entire North American commercial client base of several hundred enterprise accounts. Works the full lifecycle — pre-sales scoping, integration design, implementation, troubleshooting, and client enablement.

Professional Experience

Independent — Remote

Agentic AI Workflows Aug 2026 – Present

- Operate a multistep agentic AI workflow built on Claude Code for job-search operations: parallel research and evaluation agents, direct ATS API integrations (Greenhouse, Ashby, Lever), automated fact-verification gates, and generated deliverables with human-in-the-loop review on every output.
- Direct AI coding agents to extend an open-source pipeline (career-ops) with custom tooling — API portal scanners, data dashboards, and verification scripts — supervising architecture and reviewing the agents' work rather than hand-writing each component.

Quiq Inc. — Remote

Technical Solutions Specialist Aug 2024 – Aug 2026

- Ran 8–9 concurrent enterprise implementations per sprint, taking clients from kickoff to production in approximately one month.
- Launched 14-language web chat for InSinkErator UK where no language data was available before the conversation began — built a custom front-end JavaScript selection menu, then adapted bot responses and conversation routing to each customer's choice.
- Layered real-time translation over that routing so an English-only agent team could serve all 14 languages without staffing multilingual agents.
- Owned end-to-end delivery of the Quiq conversational AI platform — requirements discovery, configuration, integration, testing, launch, and post-launch support.
- Enabled reseller partners on the Quiq platform — trained their technical staff, provided technical scoping alongside their sales conversations, and delivered jointly with them on shared customer implementations.
- Troubleshot integrations between Quiq and partner platforms, working directly with partner technical teams to resolve issues at the boundary between the two products.
- Led training over Zoom for customer administrators and end users, partner staff, and internal colleagues, moving clients to self-sufficient platform operation.
- Worked hands-on daily with AI coding agents (Claude Code) as Quiq rolled them into the team's delivery workflow.

LivePerson — Remote

Manager, Conversational AI Solution Architecture Jan 2023 – Jan 2024

- Led 5 solution architects covering LivePerson's entire North American commercial segment — every account outside the top 100 strategic brands, numbering in the hundreds.
- Sustained a continuous pipeline of new integration launches alongside ongoing support for the installed base, allocating a five-person team across the full portfolio.
- Set technical direction for integration initiatives, aligning architecture decisions with client business objectives.

Solutions Architect Jun 2019 – Jan 2023

- Scoped and implemented 40–60 custom solutions and integrations for major North American brands, matching each build to client specifications and brand requirements.
- Deployed website chat for United Airlines' member program, integrating conversational bots with backend account systems to retrieve live member account information within the conversation.

- Designed bot flows that completed common member account tasks in-channel, enabling self-service for routine account requests.
- Led pre-sales technical scoping for custom integrations addressing unique brand requirements.
- Created Statements of Work for custom integration engagements, documenting scope, approach, and deliverables for client sign-off.

Senior Solutions Engineer Feb 2017 – Jun 2019

- Owned the technical relationship for enterprise brands as primary point of contact, configuring LivePerson accounts to each brand's requirements.
- Served as subject-matter expert on account architecture and implementation, advising clients on configuration decisions.

Deployment Engineer Sep 2011 – Feb 2017

- Deployed and troubleshot client web integrations across HTML, CSS, and JavaScript, resolving technical issues directly with enterprise customers.
- Maintained and expanded the Citibank account over multiple years, growing the deployment into the bank's tightly regulated credit card lines while meeting banking-industry compliance requirements.
- Integrated LivePerson with Citibank systems and implemented SSO authentication for agents across multiple departments operating within a single consolidated account.

Earlier Experience

- **Encompass Digital Media, Inc.** — Web Application Developer, 2010 – 2011
- **George The Tech Guy** — Owner / Technician / Web Developer, 2006 – 2011 *(independent practice, run concurrently with the role below)*
- **United Enertech** — Network & Database Administrator, Web Developer, 2006 – 2010

Education

B.S., Computer Science — Covenant College

Skills

Solution Delivery: Solution scoping & design, integration architecture, pre-sales technical scoping, implementation management, client onboarding & enablement, technical troubleshooting

Partner & Enablement: Reseller/channel partner enablement, partner technical training, joint delivery with partners, virtual training delivery, product demonstrations, recorded product walkthroughs

Integrations & APIs: REST APIs, webhooks & event-driven callbacks, polling vs. push design, JSON/XML payload design, field mapping & data transformation, OAuth 2.0, SAML/SSO, JWT, API keys & bearer tokens, Postman, browser devtools & HAR-file debugging

Conversational AI: Quiq, LivePerson, conversation flow design, bot-to-human handoff & escalation logic, agent-assist configuration

Agentic AI Tooling: Claude Code (daily professional and personal use), multi-agent workflow orchestration, AI-assisted solution documentation and delivery, ChatGPT

Channels: Web messaging, SMS, WhatsApp Business, Apple Messages for Business, Google Business Messages, Facebook Messenger & Instagram, voice/IVR, in-app mobile SDK

CRM & Enterprise Platforms: Salesforce, Zendesk, Oracle Service Cloud, Microsoft Dynamics

Development: JavaScript, Node.js, HTML, CSS, PHP, MySQL, Git, Linux