

JAGDEEP SEKHON

Senior Manager: Solution Consulting and Delivery | JAPAC Region | AI & Digital Transformation

+61 459 290 919

me@jagdeep.com

linkedin.com/in/jagdeepsekhon

Melbourne, VIC

EXECUTIVE PROFILE

Visionary Business AI and Conversational AI leader with 23+ years of progressive experience spanning telecommunications, enterprise AI, and complex solution delivery across JAPAC, ANZ, and global markets. Currently heading the Solution Consulting function for JAPAC at Uniphore (the world's leading Business AI company) driving end-to-end solutioning from presales through to delivery for GenAI, Agentic AI, and Conversational AI platforms.

A trusted advisor to enterprise clients and internal stakeholders alike, I bridge the gap between complex AI technology and measurable business outcomes. Certified in Uniphore's Business AI Cloud (BAIC), I combine deep technical expertise including LLMs, RAG, Agentic AI, and multi-modal Conversational AI with strong commercial acumen and stakeholder leadership. A recognised high performer within Uniphore's Global Services & Delivery organisation, I am known for punching above his weight and consistently delivering transformative value across government, financial services, e-commerce, and contact centre verticals.

CAREER HIGHLIGHTS & KEY ACHIEVEMENTS

- Led JAPAC Solution Consulting function at Uniphore, heading a team responsible for pre-sales architecture, SDD authoring, SOW alignment and delivery governance across the region.
- Delivered landmark Government AI Analytics project for an Australian state government social services agency, transforming citizen engagement through Conversational AI.
- Pioneered call summarisation and sentiment analysis solution for a major e-commerce player, delivering measurable uplift in customer experience and agent efficiency.
- Certified in Uniphore's Business AI Cloud (BAIC) through in-person training at Uniphore HQ in India — one of a select cohort trained on the company's flagship enterprise platform.
- Earned Uniphore's prestigious 'Punch Above Our Weight' recognition for exceptional performance beyond role scope.
- Designed and delivered the largest telecom IVR consolidation project in India (2007) while at Hewlett Packard Enterprise, covering 10+ operator sites.
- Authored an industry publication on NBN voice migration in Australia, adopted as a reference guide by Patton Electronics for the ANZ market.
- Built and scaled technical delivery and solution consulting frameworks across ANZ and Philippines markets, ensuring AI deployments adhere to SDD and SOW specifications.

CORE COMPETENCIES

- Business AI & Agentic AI Strategy
- Generative AI Solution Architecture
- JAPAC Solution Consulting Leadership
- Conversational AI & LLM Platforms
- Solution Design Documents (SDD) & SOW Governance
- Presales Engineering & Technical Bid Management
- Project & Program Delivery (ANZ / PH / APAC)
- Stakeholder & Executive Engagement
- Enterprise Telecom & UCaaS Architecture
- RAG, Prompt Engineering & AI Agents
- Cross-functional Team Leadership
- Contact Centre AI & CX Transformation

PROFESSIONAL EXPERIENCE

Head of Solution Consulting, JAPAC | Sr. Project Delivery Manager Uniphore (The Business AI Company) | Melbourne, Australia

Sep 2022 - Present

Uniphore is a global leader in Business AI, delivering enterprise-grade Generative AI, Conversational AI, and Agentic AI solutions via its Business AI Cloud (BAIC) platform. I lead the JAPAC Solution Consulting function within Global Services & Delivery, while retaining hands-on delivery accountability for ANZ and Philippines markets.

- Head the JAPAC Solution Consulting team providing strategic solutioning, architecture guidance, SDD creation, and delivery alignment for enterprise GenAI and Conversational AI deployments across the region.
- Own end-to-end delivery accountability for ANZ and Philippines while managing project timelines, client relationships, technical escalations, and SLA compliance.

- Certified in Uniphore BAIC (Business AI Cloud) that enabled me to deep platform solutioning across Agentic Layer, Model Layer, Knowledge Layer, and Data Layer.
- Delivered pivotal AI analytics engagement for an Australian state government social services agency improving citizen interaction quality through Conversational AI and automated quality assurance.
- Led pilot implementation of advanced call summarisation and sentiment analysis for a major e-commerce operator driving measurable gains in agent productivity and CSAT scores.
- Ensured deployed solutions are architected and delivered in strict adherence to SOW and SDD specifications, resolving complex technical delivery challenges across diverse client environments.
- Championed a client-first delivery culture, guiding early-stage Conversational AI rollouts with a focus on value realisation and change management.
- Recognised with Uniphore's 'Punch Above Our Weight' award for sustained high-impact contribution beyond role scope.

Technical Director

Jan 2021 – Sep 2022

Novum Networks (Australia) | Melbourne, Australia

- Scaled the company's technical and solution framework to support a growing service provider partner ecosystem.
- Architected and managed core UCaaS and telecom infrastructure leveraging Cisco BroadWorks, Webex, and AWS.
- Developed custom applications for distributors and resellers including User Availability and Geofencing solutions.
- Drove strategic solution development aligned with business growth objectives.

Product Line Manager | Senior Field Application Engineer

Dec 2011 – Jan 2021

Patton Electronics Co. (USA) | Melbourne, Australia

- Led product management responsibilities for a portfolio of networking and VoIP solutions for the ANZ market. *Product Line Manager: Oct 2020 - Jan 2021*
- Designed cloud integration and IIoT-readiness solutions in collaboration with engineering and channel stakeholders.
- Developed and executed zero-touch provisioning strategies for PSTN-to-IP migrations across enterprise and carrier clients. *Senior FAE: Dec 2011 - Oct 2020*
- Orchestrated the initial technical design for Patton Cloud - a cloud-managed gateway platform.
- Authored the industry publication 'How to Migrate Voice Services Smoothly Over Australia's NBN', published by Patton Electronics and used as an ANZ reference guide.
- Delivered technical RFP responses, solution designs, and pre-sales engineering support across the ANZ region.

Presales Engineer

Nov 2009 – Dec 2011

AudioCodes (Israel) | Gurugram, India

- Designed UC and Next-Generation Network transition solutions including outbound diallers and IVR integrations.
- Delivered technical forums and managed interoperability testing for Multi-Services Business Gateways.

Technical Consultant - Presales, APJ

Feb 2007 – Nov 2009

Hewlett Packard Enterprise (USA) | Gurugram, India

- Led presales for HP OCMP, IN prepaid, and convergent billing platforms across the Asia-Pacific & Japan region.
- Designed and delivered the largest telecom IVR consolidation project in India (2007), covering 10+ operator sites.
- Represented APJ region with a solution win presentation at the HP Global Meet, Las Vegas (2008).

System Engineer - Presales

Apr 2006 – Feb 2007

OnMobile Live, Inc. (USA) | Gurugram, India

- Developed IVR speech recognition systems using Nuance Engine and designed voice compression algorithms.
- Delivered technical training on voice/video applications using NMS API.

Lead Telecom Developer | Executive Engineer | Executive Trainee

Jul 2001 – Apr 2006

Spice Digital (India) | Mohali, India

- Built SMSC, Location-Based Services, USSD Gateway, and Welcome Roamer solutions with on-site deployments across Indian telecom operators. *Lead Developer: Feb 2004 - Apr 2006*
- Developed Intelligent Call Centre, Jukebox, and Speech Recognition Portals; integrated IVR Convergent Charging and e-payment gateways. *Executive Engineer: Jul 2002 - Jan 2004*
- Managed billing operations, mediation CDR posting, and built the intranet and automated leave system for Spice Telecom. *Executive Trainee: Jul 2001 - Jun 2002*

EDUCATION, CERTIFICATIONS & RECOGNITION

EDUCATION

Bachelor of Technology – Computer Science & Engineering

Punjab Technical University, India | 1998 - 2002

RECOGNITION & AWARDS

- Punch Above Our Weight - Uniphore (top performance recognition)
- Employee of the Year - Cellebrum Technologies
- Employee of the Month - Spice Digital

CERTIFICATIONS

- Uniphore Business AI Cloud (BAIC) — In-person, India HQ (2025)
- Prompt Engineering & AI Agents with ChatGPT
- Ethics in the Age of Generative AI
- What Is Generative AI?
- Learning Microsoft 365 Copilot
- Patton Smartnode Certified Trainer

PUBLICATION

- How to Migrate Voice Services Smoothly Over Australia's NBN (Patton Electronics, patton.com)

TECHNOLOGY & PLATFORM EXPERTISE

AI & Cloud Platforms: Uniphore BAIC (Business AI Cloud), ChatGPT / OpenAI, Microsoft Copilot, LLM Platforms, RAG Frameworks, Agentic AI, Nuance Engine

Telecom & UCaaS: Cisco BroadWorks, Webex, IVR, VoIP, SBC, SS7, PSTN-IP Migration, AWS, NMS API, SIP, SMSC, USSD

Delivery & Design: Solution Design Documents (SDD), SOW Governance, RFP / RFI Management, Presales Architecture, Program & Project Delivery

Languages: English (fluent) | Hindi (fluent) | Punjabi (native)

Work Rights: Australian Citizen — Full, unrestricted work rights Australia-wide