

BENJAMIN GUMBLEY

Senior AI Solutions Architect | AI Product & Engineering Leader
Canada | [linkedin.com/in/benjamin-gumbley](https://www.linkedin.com/in/benjamin-gumbley) | Open to remote & relocation

PROFESSIONAL SUMMARY

Senior AI Solutions Architect and AI Product Engineer with 18+ years of enterprise technology experience, specializing in designing, building, and shipping production-grade Generative AI and Agentic AI systems that solve real-world business problems at enterprise scale. At TELUS Communications, design and deploy end-to-end AI solutions across the Business Customer Experience segment — LLM-powered agents, multi-agent orchestration, self-healing network AI, and responsible-AI governance — delivering \$20M+ in measurable business impact, serving hundreds of thousands of monthly enterprise interactions, and empowering teams to focus on higher-value customer engagement and strategic work. Distinctive expertise at the intersection of AI, 5G, and cloud infrastructure. Certified IBM AI Engineer, IBM AI Product Manager, NVIDIA AI Operations Professional, and IAPP AI Governance Professional (AIGP).

SELECTED ACHIEVEMENTS

- **Delivered \$20M+ Business Impact Through Enterprise AI** — Architected and deployed multi-agent AI systems across customer service, technical support, sales enablement, and operational intelligence for TELUS's Business Customer Experience segment, generating over \$20 million in measurable impact and expanding team capacity by the equivalent of 10+ FTEs so employees can focus on higher-value customer engagement and strategic work.
- **Scaled AI to Hundreds of Thousands of Monthly Interactions** — Designed and shipped AI agents and RAG-powered assistants serving hundreds of thousands of enterprise customer touchpoints per month, lifting Net Promoter Score (NPS) by 25 points.
- **Company-Wide Recognition for AI Innovation** — Publicly recognized by TELUS Senior Vice President, Business Customer Experience (2025) as one of three cross-company "tomorrow makers" for AI-powered solutions "setting new standards for efficiency." Also awarded the TELUS Leadership Value in Practice Award — the company's highest honor.

CORE COMPETENCIES AND TECHNICAL SKILLS

AI/ML & GenAI: Generative AI | Agentic AI & Multi-Agent Orchestration | Large Language Models (LLMs/SLMs) | Retrieval-Augmented Generation (RAG) | Deep Learning | NLP | Reinforcement Learning | Edge & Ambient AI | Model Context Protocol (MCP) | Prompt Engineering | Fine-Tuning (LoRA/PEFT)

AI Strategy & Governance: AI Product Management | AI Roadmap Development | Enterprise AI Architecture | Responsible AI | Bias Mitigation | Model Explainability | Regulatory Compliance (Canada AI Code of Conduct, EU AI Act)

Frameworks & Tooling: PyTorch | TensorFlow | Hugging Face | LangChain | LlamaIndex | CrewAI | AutoML | Unslloth | TensorRT | NVIDIA Triton | CUDA | RAPIDS | Apache Spark | Vector Databases

Foundation Models: GPT | Claude | Llama | Mistral | Nemotron | open-source LLMs/SLMs

Cloud & Infrastructure: AWS SageMaker & Bedrock | Azure ML | GCP Vertex AI | NVIDIA DGX & AI Enterprise | Kubernetes | Docker | Sovereign AI Cloud

5G & Telecom: Private 5G & LTE | 5G Core (EPC/NGC) | RAN | Network Slicing | AIOps | Self-Healing Networks | Nokia, Ericsson, Athonet

PROFESSIONAL EXPERIENCE

Senior AI Engineer & AI Product Development

TELUS Communications | Toronto, ON (Remote)

Mar 2025 – Present

- **AI Customer Service Agents:** Designed and shipped LLM-powered conversational agents over TELUS's enterprise knowledge base, using RAG retrieval and tier-appropriate human handoff; serve hundreds of thousands of monthly enterprise interactions, lifting Net Promoter Score by 25 points and measurably reducing average handle time.
- **Self-Healing & Predictive Network AI:** Built agentic AI that consumes network telemetry, detects early-warning patterns, and executes policy-authorized remediation autonomously — shifting enterprise network operations from reactive to proactive and materially reducing client downtime.
- **Sales Enablement & Productivity Agents:** Developed multi-agent systems using CrewAI and Model Context Protocol (MCP) that orchestrate across CRM, knowledge base, and document-generation tools to accelerate deal qualification, proposal drafting, and operational workflows; combined with customer-service automation, drove \$20M+ in measurable business impact and expanded team capacity by the equivalent of 10+ FTEs.
- **Enterprise AI Governance Framework:** Built and deployed end-to-end AI governance spanning bias mitigation, model explainability, data privacy, audit logging, and regulatory compliance (Canada AI Code of Conduct, EU AI Act); established standards adopted across the BCX portfolio.

- **Agentic & Ambient AI Engineering:** Engineer multi-agent orchestration with CrewAI and MCP enabling autonomous decision-making, tool use, and cognitive architectures; extend AI to IoT and edge with Ambient AI for context-aware intelligent systems.
- **Solutions-First Technical Leadership:** Serve as cross-functional technical lead guiding engineering, product, and business teams through AI architecture decisions, model selection, and deployment strategy; mentor peers on modern GenAI and agentic AI stack.

Senior 5G Technology Consultant

TELUS Communications | Toronto, ON (Remote)

May 2020 – May 2025

- **Enterprise Advisory & Solutions Design:** Served as trusted advisor and SME for national enterprise clients, delivering integrated AI, private wireless (4G/5G), IoT, and SaaS/automation solutions that accelerated digital transformation and reduced operating costs.
- **Private Wireless Deployments:** Led end-to-end rollouts on Nokia, Athonet, and Ericsson covering LTE-A, 5G NR, EPC, NGC, NB-IoT, mmWave, RAN, UPF/PGW/SGW, AMF/SMF/MME, and HSS/UDM for national enterprise customers.
- **AI Agents & Network Automation:** Designed, configured, and deployed AI Agent models driving versatility and cost reduction; spearheaded predictive maintenance, self-healing network, and automated troubleshooting, reducing downtime and improving team efficiency.
- **Production AI Infrastructure:** Built NVIDIA-based AI infrastructure (DGX, TOA, Triton, TensorRT, CUDA) for model training, fine-tuning, and inference; hands-on with RAG, Agentic AI, GenAI, Rapids/Spark, PyTorch, TensorFlow 2, and MCP.
- **Tier 1-3 Support Re-Architecture:** Developed optimized multi-tier support models leveraging Lean Six Sigma, reducing operational costs by 25% and improving ticket containment and resolution across enterprise service desks.
- **Recognition:** TELUS Leadership Value in Practice Award (highest company honor) and multiple Customer First Awards.

Senior Network Engineer

TELUS Communications | Greater Toronto Area, ON

Dec 2014 – May 2020

- Primary consultant for enterprise TELUS clients and lead for Meraki/Cisco platforms; managed \$50M+ technology portfolio, provided Tier 4 escalation support, and streamlined product launches by 40% through design/deployment standardization.
- Formulated enterprise network strategies using Cisco routing, switching, and wireless; managed client infrastructure per ITIL life cycle; facilitated internal training programs to elevate team expertise.
- Led proposal development, RFP/RFQ responses, and C-level technical presentations for national enterprise opportunities.

Network Consultant

IT Weapons | Brampton, ON

Jun 2013 – Nov 2014

- Delivered end-to-end project management for enterprise Cisco-based network deployments (OSPF, EIGRP, BGP, VoIP) across multi-data-center environments; led WAN optimization and virtualization initiatives (VMware, Hyper-V, Citrix).

Earlier Experience

Senior Technology Specialist, TELUS Communications, Fort McMurray, AB (2011–2013) · Network Operations Specialist, Rogers Communications / FCI, Greater Toronto Area (2007–2011) — Enterprise network solutions (MPLS/VLAN/QoS/LAN/WAN), Cisco/Juniper/VoIP, 24/7 NOC operations, Tier 4 escalation support.

EDUCATION

Bachelor of Technology Management, Information Technology

British Columbia Institute of Technology (BCIT) — In Progress

Expected 2028

Diploma, Computer Systems Networking and Telecommunications

CDI College

2007

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

AI & Governance (2025): IBM AI Engineering Professional | IBM AI Developer Professional | IBM AI Product Manager | NVIDIA AI Operations & Infrastructure Professional | IAPP Artificial Intelligence Governance Professional (AIGP)

5G & Telecom: Nokia Bell Labs 5G Professional | Nokia Bell Labs 5G Associate

Networking & Process: CCNP | CCDA | CCNA (Service Provider, Wireless, Voice) | Microsoft MCSE | CompTIA A+, Network+, Security+ | Lean Six Sigma Green Belt

PROFESSIONAL MEMBERSHIPS AND RECOGNITION

- **Professional Memberships:** International Association of Privacy Professionals (IAPP) — AIGP-certified member (2025–Present); Responsible Artificial Intelligence Institute (RAII); Canadian Artificial Intelligence Association (CAIA).
- **TELUS Awards & Executive Recognition:** TELUS Leadership Value in Practice Award (highest company honor) and multiple Customer First Awards; publicly featured by TELUS SVP, Business Customer Experience (2025) as one of three cross-company “tomorrow makers” for AI solutions “setting new standards for efficiency.”