

CHRISTOPHER LUSEY

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EXECUTIVE SUMMARY

Telecom technology executive whose career spans every era of the industry since 2000 — from iDEN push-to-talk and early wireless data through MPLS, LTE, FirstNet, 5G, and today's AI-driven network operations — solving real-world carrier transformation problems across RAN, outside plant, OSS/BSS, cloud, and data platforms. Most recently Industry CTO for Communications at EverForth/Apex Systems, setting technical strategy for engagements with tier-1 operators including AT&T, Verizon, T-Mobile, Lumen, and Altice. Authored the practice's AI-for-Telco strategy positioning OSS/BSS as the AI control plane: the thesis that AI without OSS/BSS integration can only recommend, while AI integrated with order, service, fault, and billing systems can execute. Combines architectural depth across the full telco stack with the business acumen to tie every technical decision to operator outcomes.

TELCO TRANSFORMATION EXPERTISE

- **AI / LLM / Agentic:** GenAI copilots and agentic workflows for telco operations; LLM-powered automation; MCP-based agent orchestration; human-in-the-loop design; AI governance, observability, and anomaly detection; use-case scoring and prioritization frameworks.
- **OSS/BSS:** Modernization strategy across Amdocs, Netcracker, CSG, Aria, and goTransverse billing stacks; ServiceNow TSM/NetACE and Salesforce Communications Cloud/Agentforce; order-to-cash fallout automation; service assurance transformation; composable BSS for 5G monetization and XaaS.
- **Cloud & Data:** Snowflake AI Data Cloud (Cortex AI/Search/Analyst, Openflow ingestion, RBAC and governance design); Kubernetes-based platform architecture; hybrid cloud modernization; Kafka streaming telemetry; Databricks, Neo4j, Ray, and Airflow pipelines; Salesforce Data Cloud; CCaaS on Amazon Connect; secure enclave and DoD-compliant deployment patterns.
- **Network Engineering:** 5G/RAN architecture, nationwide RF design, drive testing, grounding audit/remediation; outside-plant lifecycle (transport, middle/last-mile fiber, RAN plant) from route engineering through test/turn-up and as-built actualization; network API monetization (GSMA Camara).
- **Delivery & PMO:** SAFe and agile value-stream transformation for carrier operations organizations; acceptance-first delivery governance with QA gates and audit-ready artifacts; CAPA/change-management frameworks; elastic engineering workforce models.

PROFESSIONAL EXPERIENCE

Industry CTO — Communications — EverForth/Apex Systems

May 2025 – Jul 2026

- Authored the AI-for-Telco strategy adopted by the Communications practice: mapped the full carrier tech stack (ERP/HCM, CRM, ITSM, BSS, OSS) against 2026 industry drivers — agentic AI across the lifecycle, 5G monetization pressure, M&A integration debt, data unification, and network API monetization — and defined where AI must integrate to move from proof-of-concept to run-the-business systems.
- Designed OSS/BSS-aware AI accelerators rather than standalone platforms: order-to-cash agents monitoring order fallout, billing mismatch, and provisioning delay across Salesforce CRM, Amdocs/Netcracker BSS, and ServiceNow workflow; and a network-to-customer-experience loop correlating network events with customer impact.
- Led the Communications Skunk Works, an internal think-tank chartered to prototype AI capabilities ahead of client demand — and delivered its flagship build, “The Cortex”: a Snowflake-based agentic account-intelligence platform designed from first principles.
- Architected the Cortex end-to-end on the Snowflake AI Data Cloud: three-environment structure (sandbox/dev/prod) with a seven-layer data architecture (raw, events, substrate, intelligence, distribution, reference, ops); a 16-role RBAC model with SCIM integration; per-workload warehouses with dedicated embedding compute; Openflow ingestion feeding Cortex Search; and Cortex Analyst/LLM services.
- Led the Snowflake alliance for the Communications practice: drove joint technical strategy on tier-1 carrier network pursuits (RAN cloud analytics, automated equipment reconciliation), positioning Snowflake-based automation to deliver use-case value immediately without disrupting the operator's multi-year GCP migration roadmap.
- Directed technical strategy for major network engineering pursuits: nationwide RAN RF design and delivery, grounding audit and remediation, drive testing, and BIM/engineering services; authored the practice's outside-plant white paper covering the full field-layer lifecycle for US telecom.
- Served as trusted technical advisor to CIO/CTO/CDO stakeholders at tier-1 carriers; built reusable solution assets and mentored solution architects and delivery teams across practices.

Director, Strategic Solutions — Telecommunications — Apex Systems*Feb 2024 – May 2025*

- Built and expanded the telecom technology solutions portfolio spanning network engineering, contact center modernization, data platforms, and AI — defining the technical scope, delivery model, and partner architecture for each offering.
- Led solution design on complex carrier engagements end-to-end, pairing solution architects with delivery teams and aligning software-partner ecosystems (Salesforce, ServiceNow, AWS) into integrated architectures.
- Established the practice's consultative engagement model — from architecture workshops through statement-of-work and delivery governance.

Director of Accounts — Public Sector — AT&T*Apr 2018 – Feb 2024*

- Led delivery of network, cybersecurity, contact center, cellular, IoT, NG911, FirstNet, and consulting services to federal, state, local government, and education customers across Midwestern and Rocky Mountain states — mission-critical infrastructure where availability and compliance are non-negotiable.
- Led a team of senior account executives and solution consultants; owned executive relationships across statewide network, public-safety communications, and digital government programs.

Principal Architect — Emerging Technology Solutions, Public Sector — AT&T*Jan 2014 – Mar 2018*

- Served as senior solution architect across AT&T's full enterprise portfolio of the era — networking (AVPN/MPLS, switched Ethernet, managed internet, SD-WAN/NFV), voice and collaboration (IP Flexible Reach SIP trunking, hosted VoIP, unified communications), mobility (LTE, advanced mobile solutions, enterprise mobility management, advanced messaging), IoT (connected fleet, asset tracking, M2M platforms), cybersecurity (managed security, DDoS defense), cloud connectivity, and application development.
- Owned solution strategy end-to-end for state/local government, public safety, higher-ed, and K-12 pursuits: led discovery and requirements, architected multi-tower solutions, authored technical responses for competitive RFPs, delivered executive briefings, and guided implementations through handoff to delivery.
- Architected early public-safety broadband and NG911 solution paths as FirstNet emerged, positioning statewide agencies for the transition to dedicated public-safety LTE.
- Acted as the region's senior technical consultant: developed solution-sales strategies adopted region-wide and coached account managers and technical sales consultants on architecture and positioning.

Mobile Solutions Architect — Public Sector — AT&T*May 2008 – Dec 2013*

- Architected advanced mobility and public-safety solutions — LMR integration, AVL/GPS, workforce automation, mobile device management — for government and education customers through the 3G-to-LTE transition.

Public Sector Account Manager III — Sprint-Nextel*Oct 2005 – May 2008*

- Designed and sold MPLS, SIP trunking, CDMA EvDO mobility, and iDEN push-to-talk solutions for government, public safety, healthcare, and utility customers; negotiated all master contracts.

Enterprise Sales Manager / Government Account Executive — Nextel*May 2004 – Oct 2005*

- Led consultative selling of iDEN wireless voice, data, and push-to-talk solutions across enterprise, government, education, and public-safety segments.

Data Corporate Account Manager — AT&T Wireless*Dec 2003 – May 2004*

- Launched wireless data consultative selling for the direct enterprise sales team; served as regional SME for early mobile data solutions.

Data Account Executive — Nextel*Sep 2000 – Dec 2003*

- Executed 35+ wireless data product launches — iDEN/GSM, push-to-talk, telemetry/AVL-GPS, WAP, advanced messaging, mobile OS integration, and public-safety LMR integration — at the dawn of the enterprise mobile data era.

PUBLICATIONS & RECOGNITION

- Author: “Delivering Citizen Services with the Network of the Future” · Outside-plant field-layer white paper for US telecom (2025).
- Advanced Enterprise Solutions Sales Achievement Award · Director's HERO Award · Sell to Excel — Public Sector.

EDUCATION

B.S., Business Administration — University of Central Oklahoma