CHRISTOPHER TURNBULL

AI AGENT ADVISOR | AI CONSULTANT | AI ADOPTION EXECUTIVE

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EXECUTIVE PROFILE

Business leader and founder seeking strategic AI advisor and consultant roles. Combines 25+ years of business experience with firsthand experience applying AI and automation in startups. Brings a practical understanding of how technology, people and business operations work together. Focused on helping organizations innovate, deliver exceptional customer experiences and equip employees with the tools to do their best work.

PROFESSIONAL EXPERIENCE

HIGH CAPACITY AI (LIMITLESS QUEST LLC)

Founder & Chief Automation Architect

Mar 2026 - Present | Lawrenceburg, IN / Remote

- Designed an AI advisory framework to identify valuable use cases, define business requirements and plan implementation, quality checks and human approvals.
- Developed and evaluated prototypes for searching business knowledge and turning voice notes into organized records; identified accuracy limits and where human review was needed.
- Delivered an operations assessment and AI implementation roadmap for CrossFit on the River, identifying opportunities to improve processes and simplify routine work.
- Prepared an AI-assisted lead-qualification proposal for Evergreen Clubs, covering inquiry capture, qualification and follow-up workflows.

LIMITLESS CONNECT

Founder & Chief Executive Officer

Aug 2019 - May 2024 | Lawrenceburg, IN / Remote

- Bootstrapped a global CX technology-services company to $5M+ in cumulative revenue, 50 employees and 50+ North American clients; owned pricing, staffing, delivery and customer relationships.
- Built AI-assisted discovery workflows to turn client scopes into use-case recommendations and requirements forms.
- Made project information searchable with AI to support implementation handoffs; created reference materials to improve the accuracy of AI-generated guidance.
- Used AI to identify coaching opportunities in project conversations; standardized global delivery.

GENESYS / INTERACTIVE INTELLIGENCE

Vice President, Professional Services - NA East Enterprise & Commercial

Genesys | Dec 2018 - Aug 2019

- Owned regional Professional Services P&L and delivery performance for a North American business accountable for approximately $120M in annual revenue.

PROFESSIONAL EXPERIENCE | CONTINUED

Vice President, Global Professional Services Delivery & Quality Governance

Genesys | Jan 2018 - Nov 2018

- Increased delivery capacity by approximately 35% without adding headcount through a global quality-assurance automation program.
- Unified quality standards across four North American and Asia-Pacific teams; achieved 100% ISTQB certification within the QA organization.
- Sponsored a financial-services proof of concept that resolved 200+ defects before customer acceptance, supporting a subsequent $30M total-contract-value sale.

Vice President, Professional Services - North America Commercial

Interactive Intelligence | Aug 2014 - Dec 2017

- Led a 120+ person organization accountable for approximately $45M in annual revenue across consulting, program management, architecture, development, QA and operations.
- Created the services team for Genesys Cloud CX (formerly PureCloud); cut implementation effort from 300 hours to 40 and time-to-revenue from more than 90 days to 38 days.
- Co-created a Services Center of Excellence with reusable implementation methods.
- Raised customer satisfaction from approximately 3.0 to 4.4 out of 5 through stronger delivery accountability and executive engagement; retained all 15 top-revenue customers ($1M-$12M annual contract value each).

EARLIER EXPERIENCE

Airborne Infantry / Paratrooper | Indiana Army National Guard | 2020 - 2023

Director, Services & Support | Interactive Intelligence / Latitude | 2012 - 2014

Vendor Relationship Manager / IT Consultant | Sallie Mae | 2009 - 2011

National Account Manager | Ontario Systems | 2004 - 2008

Communications Specialist / Network Administrator | U.S. Army & Air National Guard | 1996 - 2003

EDUCATION

MS, Information and Communication Sciences | Ball State University | 2004

BS, Management Information Systems | Ball State University | 2003

AWARDS & RECOGNITION

Genesys CIO Award (2018) | Global Services Team of the Year (2017)
Interactive Intelligence Impact Awards (2014, 2016)
Limitless Connect - No. 3 Philippines Best Workplaces, Small Companies (2024)
Ontario Systems Circle of Excellence (2006)
Army Commendation Medal - 2 awards (1999-2003) | Army Good Conduct Medal - 2 awards (1999-2003)