

# NEIL J. GULINO

Client Partner & AI Transformation Leader | Architect of Human-Centered AI Adoption  
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## PROFESSIONAL SUMMARY

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Enterprise client partner who designs the human side of AI transformation—the adoption, workflow redesign, trust, and organizational readiness that determine whether AI investments actually deliver. Conceived and authored a multi-phase Human-Centered AI Transformation methodology, grounded in research from MIT, Accenture, the WEF, and Gartner, and built the internal case to embed it in an enterprise AI platform. Brings a proven commercial track record alongside the strategic vision: scaled a Fortune 50 telecom account from \$3M to \$70M in 18 months, and builds trusted C-suite partnerships that turn ambition into measurable outcomes.

## CORE STRENGTHS

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Human-Centered AI Transformation • AI Adoption & Behavioral Change Design • Practice & Offering Development • Strategic Account Growth & P&L Ownership • Executive Relationship Management • Workflow Redesign & Operating-Model Strategy • AI Governance as Trust Design • Outcome-Based Commercial Models • Contract Negotiation & Delivery Governance • Team Leadership & Cross-Functional Alignment

## PROFESSIONAL EXPERIENCE

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### **Mphasis Ltd. – Bellevue, WA** | AVP, Client Partner *(Aug 2023 – Present)*

- Scaled the T-Mobile account from \$3M to \$70M annual run rate in 18 months, positioning Mphasis as a top strategic partner.
- Conceived and authored a Human-Centered AI Transformation practice—a three-phase methodology (discovery & readiness, operating-model design, embedded enablement) connected by a measurement spine that tracks behavioral change against a baseline, not tool-deployment activity.
- Identified the human-adoption gap as the primary reason enterprise AI initiatives stall, and built a research-backed internal case (MIT, Accenture, WEF, Gartner) to incorporate the practice as the human layer of the firm's enterprise AI platform.
- Framed AI governance as a trust-design problem rather than a compliance checklist—earning confidence from employees, customers, and leadership as a precondition for adoption.
- Led transformation programs across AI-driven automation, Quality Engineering, and Managed Services aligned to IT modernization goals.
- Built C-suite and VP relationships, translating strategic objectives into measurable outcomes across Testing, AI/ML enablement, SDLC optimization, and Cloud Infrastructure.
- Introduced commercial models (T&M, outcome-based, managed services) to drive growth and margin optimization.

### **Ascendion (formerly Collabera) – Redmond, WA** | Sr. Client Partner *(Aug 2022 – Aug 2023)*

- Expanded telecom partnerships through consultative selling and strategic account planning.
- Negotiated multi-million-dollar contracts, improving client satisfaction and renewal rates.
- Delivered tailored solutions accelerating digital transformation outcomes for key accounts.

### **Concentrix Catalyst (formerly PK Global) – Bellevue, WA** | Senior Director of Business Development *(May 2021 – Aug 2022)*

- Directed sales strategy across telecom and media accounts including T-Mobile and DISH.
- Built and mentored a high-performing sales team, exceeding annual revenue goals.
- Opened new business lines and expanded enterprise footprint through disciplined pipeline execution.

### **Apex Systems – Bellevue, WA** | Director of National Accounts *(Jul 2017 – Apr 2021)*

- Managed national telecom portfolio delivering 71% growth in T-Mobile revenue within two years.
- Led a 12-member team managing a \$40M book of business and strengthening executive relationships.
- Guided clients through complex IT transformation programs aligning delivery models to business goals.

**QBSI – Xerox – Bellevue, WA** | Director of Client Services *(Feb 2016 – Jul 2017)*

- Oversaw retention and expansion of enterprise accounts via client-centric service delivery.
- Introduced Managed Services offerings that improved satisfaction and profitability.

**Wireless Advocates – Seattle, WA** | Director of End User Service *(Oct 2014 – Feb 2016)*

- Established a customer-first IT support model across 650+ retail locations.
- Led enterprise initiatives focused on scalability and operational efficiency.

**TEKsystems Global Services – Seattle, WA** | Western Region Director, Service Delivery *(May 2012 – Oct 2014)*

- Directed delivery operations for 10 enterprise clients with >\$50M in contract value.
- Managed a 260-person technical team supporting Microsoft, Electronic Arts, and T-Mobile.

**Amdocs Interactive – Seattle, WA** | Senior Director, Managed Services *(Sep 2005 – May 2012)*

- Oversaw IT operations and managed services for major U.S. carriers (AT&T, Sprint, T-Mobile).
- Managed deployment, hosting, and support across 10 accounts with ~\$80M monthly revenue responsibility.

## EDUCATION & CERTIFICATIONS

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- ITIL Series Certification – Service Management, Incident Management, Service Desk
- Project Management Masters Certificate – Stevens Institute of Technology
- Cisco Certified Network Associate (CCNA)
- Leadership Training: Boeing Leadership Institute; AT&T Wireless; Cingular
- U.S. Army Leadership School – Primary Leadership Development Course

## MILITARY SERVICE

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**U.S. Army – Military Police Investigator** *1983 – 1988, Frankfurt, Germany & Ft. Hood, TX*

- Conducted undercover investigations; promoted to Sergeant (E-5).
- Honorable discharge with commendations for service excellence.