

KURT HAMM

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PROFESSIONAL SUMMARY

Enterprise technology strategist and cloud architect with 25+ years spanning hands-on programming, large-scale infrastructure leadership, CIO/CAO executive roles, and modern AI-driven contact center architecture. Founder of Aetheria Systems, specializing in Amazon Connect, Salesforce Voice, Agentforce, Amazon Bedrock, Amazon Q, and generative AI modernization initiatives. Proven ability to lead multi-state CRM and contact center transformations from vision through production while controlling budget, risk, and stakeholder alignment.

Spans the full delivery spectrum: hands-on coding and architecture design, technical configuration, and executive-level consulting, budget ownership, and deal closing. Experienced in regulated public and private sector environments, large-scale security remediation, and enterprise cloud modernization.

CORE COMPETENCIES

Amazon Connect	Cloud Contact Center Migrations
Salesforce Voice & Agentforce	Public Sector IT Strategy
Amazon Bedrock & Amazon Q	Cybersecurity & PCI Compliance
AWS Lambda, Lex, Kinesis, Chime SDK	Enterprise Infrastructure & DR
SIP / Real-Time Audio Streaming	RFP Strategy & Technical Sales
Event-Driven Architecture	Agile & DevOps (CI/CD, CloudFormation)
Serverless & Fargate Design	IT Governance & Budget Leadership

PROFESSIONAL EXPERIENCE

Aetheria Systems LLC – Columbia, SC

Dec 2025 – Present

Founder & Principal Consultant

Founded independent consultancy delivering enterprise contact center modernization and AI-powered automation for public-sector and commercial clients. Primary client: Centene.

- Advised on migration from legacy Ingenius/Avaya CTI-Salesforce environment to Amazon Connect and Salesforce Voice, including implementation and testing support
- Consulted on Salesforce Classic-to-Lightning upgrade supporting contact center and CRM operations
- Completed Amazon Connect Global Resiliency (ACGR) implementation, enabling cross-region failover beyond standard multi-AZ redundancy
- Served as consulting advisor on contact center operations optimization and strategic roadmaps spanning CCaaS and CRM integration
- Consulted on and demonstrated AI capabilities available within AWS (Bedrock, Amazon Q) and Salesforce Agentforce, validating functional use cases for client adoption

Slalom – Columbia, SC

Jul 2025 – Dec 2025

Solutions Architect

Designed and delivered advanced voice and AI architectures integrating Amazon Connect, Lex, Lambda, Kinesis, and Salesforce.

- Built real-time translation systems using SIP and Chime SDK streaming APIs
- Developed bidirectional speech pipelines via Fargate and WebSocket orchestration
- Applied Bedrock and Amazon Q for generative agent assist and dynamic prompt orchestration
- Led discovery workshops translating modernization strategy into scalable AWS roadmaps
- Secured AWS MAP funding for accelerated client adoption

NeuraFlash – Columbia, SC

Feb 2025 – Jul 2025

Solutions Architect

Technical lead for Amazon Connect migrations and new deployments.

- Architected integrations across Connect, Lex, Lambda, Kinesis, Salesforce Voice, and WFM platforms
- Led executive workshops translating requirements into AWS-based CX architectures
- Partnered with sales on proposals, demos, cost modeling, and public-sector positioning
- Directed delivery teams on CI/CD, CloudFormation, and AWS Well-Architected practices

TTEC Digital – Columbia, SC

Jun 2022 – Feb 2025

Senior Principal

Primary technical strategist for Amazon-centric CX solutions across public-sector accounts.

- Authored winning RFP responses and total cost of ownership models
- Orchestrated cross-functional pursuit teams delivering reference architectures and live demos within 48 hours
- Increased AWS Marketplace attach rate through modernization roadmaps
- Secured AWS MAP funding and Public Sector Partner alignment

Deloitte Consulting LLP – Charlotte, NC**Sep 2021 – Jun 2022***Specialist Leader*

Led Digital Contact Center transformation engagements for public-sector organizations.

South Carolina Dept. of Employment & Workforce – Columbia, SC**Jun 2020 – Sep 2021***Chief Administrative Officer*

Executive responsible for IT, Information Security, HR, Public Affairs, Facilities, Enterprise PMO, and Procurement during pandemic operations.

- Led Salesforce CRM implementation for Contact Center case management
- Deployed ID.ME identity verification and OnBase document management
- Facilitated contact center expansion during unprecedented unemployment surge
- Directed statewide infrastructure upgrades under crisis conditions

NTT Data / 1FB Consulting – Columbia, SC**Mar 2019 – Jun 2020***Senior Cloud Consultant / Independent Consultant*

- Provided senior consulting for NICE inContact cloud platform
- Implemented Cisco AppDynamics APM and Atlassian OpsGenie
- Delivered ITSM/ITIL modernization
- Supported pandemic-driven contact center surge operations

Software Specialists – Columbia, SC**Sep 2015 – Mar 2019***Sr. Program Manager*

- Led SCUBI multi-state unemployment system implementation (SC/NC/GA consortium)
- Delivered first production go-live for South Carolina
- Migrated call centers to inContact cloud platform
- Replaced 20-year legacy IVR with cloud-based solution

South Carolina Department of Revenue – Columbia, SC**Apr 2013 – Sep 2015***Deputy Director & Chief Information Officer*

150 staff | \$33M IT budget

- Led agency recovery from major taxpayer data breach
- Achieved PCI Attestation of Compliance
- Managed RFP for \$50M COTS tax system
- Implemented full security overhaul including network segmentation, PKI, encryption, tokenization
- Built first disaster recovery site with mirrored SAN and backup infrastructure

Concentrix – Greenville, SC**Oct 2012 – Feb 2013***Director of IT (US)*

- Migrated global telephony to Cisco UCCE
- Completed WAN upgrade and PCI compliance initiatives

Time Warner Cable – Columbia, SC**Sep 2005 – Oct 2012***Regional Director of Telephony / Director of IT*

- Implemented Avaya VoIP for 300-seat call center
- Delivered Nuance IVR integrated with billing systems
- Served on Corporate Enterprise Security Governance Committee
- Managed \$9M combined budget and 40+ staff

US Xpress – Chattanooga, TN**Jan 2005 – Sep 2005***Vice President of Technical Services*

47 staff | \$13M budget

- Full infrastructure and disaster recovery responsibility

U.S. Army National Guard**1985 – 1995***Intelligence Analyst (E-6)*

Desert Storm Veteran | Top Secret Security Clearance (inactive)

EDUCATION

Louisiana State University – Shreveport: MBA, Project Management**University of South Carolina:** B.S., Business Administration (Finance)**CERTIFICATIONS**

Six Sigma Green Belt (CSSGB) • Certified Lean Practitioner • Agile Scrum Fundamentals