

Resume

Twenty years in systems engineering and business process improvement, fifteen of them working with automation, machine learning, and AI.

EXPERIENCE

2021 —

Director — AI Solution Design & Operations

Comcast · Inwood, WV · November 2021 – present

I run two teams. Solution design works out how decisioning strategies get enabled across the enterprise, alongside the engineers who build them. Operations designs, configures, monitors, and optimizes those strategies once they are live.

- Led the modernization of the decisioning ecosystem: a cloud-based decisioning-as-a-service platform on a micro-services architecture, with a real-time omni-channel feedback loop.
- Collaboratively designed a real-time experimentation framework for multi-variate automated testing with real-time holdouts across engagement channels, and the adaptive-modeling feature that personalizes next best actions.
- In 2025 the program delivered \$126M in annualized incremental benefit.

2015 — 2021

Sr. Manager — Systems Engineering

Verizon · Dallas, TX / Ashburn, VA · August 2015 – October 2021

- Created and led Team Catalyst, the systems engineering team that built the platform and methods Verizon used to operationalize AI and machine learning models.
- Set the enterprise standards for deploying customer and agent experiences automatically, with the first real-time feedback loop powering predictive and adaptive models at scale.
- Ran platform strategy for A.N.N. (Artificial Neural Network) and S.O.I. (System of Insights).
- Deployment velocity rose 10.5× in wireline and 3.5× in wireless over eighteen months.
- The platform went from \$47M in annualized benefit to nearly \$327M.

2013 — 2015

Sr. Analyst — Business Operations

Verizon · Dallas, TX · September 2013 – August 2015

- Provided requirements, testing, SME support, and QA for the technical and order voice portal.
- Helped deploy voice biometric authentication on the voice portal.
- Received a Spotlight Award for the voice biometrics pilot.

2006 — 2013

Fiber Network Technician

Verizon · Dallas, TX · October 2006 – December 2007, October 2011 – August 2013

- Took calls from customer service agents and field technicians, providing network and central-office switching support including ONT/OLT and customer-premises equipment.
- Managed the NT offline maintenance team through NSG queues and escalations, and built a cross-functional process between MCG and NSG that cut missed commitments.
- SME work on call tracker design and user acceptance testing, Fios Digital Voice, CoA integration testing, and iCAD Wizard process flows.
- Received the Verizon Excellence Award for NT support.

2007 — 2011

Jeopardy Desk Specialist

Verizon · Dallas, TX · December 2007 – October 2011

- Designed and automated 26 daily reports tracking operational metrics, and automated the GATB/NATB status reports for Texas, Florida, and California on a two-hour cycle.
- Built the issue tracking system every Jeopardy Desk agent used to capture and resolve same-day install problems, trained the agents on it, and iterated with them.
- Received an Ovation Award for the reporting work.

2004 — 2006

Customer Service Analyst

Verizon · Fiber Solution Center · November 2004 – October 2006

- Took technical support calls for Verizon Fios when the product first launched.

PATENT

2021

Interpretation of User Interaction Using Model Platform (<https://patents.justia.com/inventor/richard-j-worthington>)

US Patent 10,999,433 B2 · issued May 4, 2021

A real-time model scoring solution for use in AI. I am listed as one of several inventors; the patent is owned by Verizon.

EDUCATION

2012 — 2014

North Central Texas College

Corinth, TX · 4.0 GPA · Phi Theta Kappa Honor Society