

Brian Geiser

Quality, CX & AI Operations Leader

Enterprise leadership in quality operations, AI-supported QA transformation, customer-experience improvement, validation governance, and measurable process improvement.

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Summary

Quality, CX, and operations leader with 12+ years of leadership experience across regulated, distributed, and multi-industry environments. Proven ability to lead teams, improve audit performance, strengthen calibration, build governance routines, and use AI-supported QA to increase visibility, accuracy, and actionability without losing human judgment.

Leadership scale and selected outcomes

- Programs supporting approximately 950 agents through three supervisors and 18 quality analysts
- Quality performance improved from 78% to 94.3%
- Audit completion improved from 34% to 99%
- Approximately 30,000 monthly interactions supported with 95%+ AI-output validation accuracy
- Approximately 2× QA productivity and more than 50% lower manual effort
- Approximately \$260K in annualized savings and reduced penalty exposure through better ownership and closure

Core strengths

- Quality strategy and governance
- QA team leadership and performance systems
- AI-supported evaluation and validation
- Calibration and scorecard governance
- CX analytics and root-cause analysis
- Coaching effectiveness and corrective action
- Cross-functional influence across Operations, Training, Workforce, Technology, vendors, and client stakeholders

Target roles

Quality Manager, Senior Quality Manager, Quality Operations Manager, CX Quality Manager, AI Quality / AI Operations Manager, Conversation Analytics Manager, QA Governance Lead, AI Implementation or Process Improvement Manager

Selected focus areas

- Lead quality organizations, AI-supported QA transformation, and customer-experience improvement across large, regulated service operations.
- Establish performance expectations, review cadences, calibration standards, coaching priorities, escalation controls, and corrective-action accountability across distributed teams.
- Translate signal into ownership and action through detect → validate → diagnose → assign → improve → measure routines.

Public-facing résumé prepared from portfolio content. This summary is intentionally concise for recruiter review.