

WILSON R. WILCHES

ENTERPRISE TECHNOLOGY CONSULTANT

Federal Digital Transformation | Enterprise Modernization | Contact Center Transformation | Enterprise Quality Engineering
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ACTIVE SECRET SECURITY CLEARANCE

FEDERAL MBI PUBLIC TRUST

PROFESSIONAL PROFILE

Enterprise Technology Consultant with 27+ years of experience delivering enterprise modernization, digital transformation, and quality engineering initiatives across Fortune 100 financial institutions, federal agencies, and state governments. Extensive experience leading enterprise software validation, business analysis, contact center modernization, AI-enabled customer experiences, multilingual digital services, IVR ecosystems, CRM platforms, and mission-critical enterprise applications supporting millions of users.

Known for partnering with executives, architects, product owners, developers, and business stakeholders to reduce delivery risk, improve software quality, modernize customer experiences, and successfully deliver large-scale enterprise technology programs.

CAREER HIGHLIGHTS

- 27+ years leading enterprise technology and quality engineering initiatives
- 12+ years supporting Fortune 100 banking technology modernization
- 4+ years delivering federal digital transformation programs
- Enterprise AI, RAG chatbot, and conversational AI validation
- Contact Center Modernization and enterprise IVR transformation
- Voice biometrics, CRM, CTI routing, and speech recognition
- Fluent in English, Spanish, and French

CORE EXPERTISE

Enterprise Digital Transformation | Business Analysis | Enterprise Applications | Contact Center Modernization | ServiceNow Workflow Validation | AI & RAG Validation | Customer Experience Platforms | CRM | IVR Technologies | Voice Biometrics | SDLC Leadership | Agile Delivery | UAT | Integration Testing | Release Management | API Validation | Multilingual Localization | Stakeholder Management | Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Deloitte Consulting LLP

January 2022 - December 2025

Senior Specialist

Delivered enterprise modernization, quality engineering, and business analysis services supporting high-impact federal technology initiatives across immigration, taxation, defense, and human services. Worked with multidisciplinary teams to modernize citizen-facing applications, AI-enabled services, multilingual customer experiences, and enterprise contact center platforms.

Representative Engagements

U.S. Citizenship and Immigration Services (USCIS): Validated Retrieval-Augmented Generation (RAG) virtual assistant capabilities supporting immigration services. Curated knowledge repositories using U.S. Title 8 regulations and USCIS forms to improve AI response quality. Conducted UAT, multilingual validation, usability testing, and compliance assessments.

Internal Revenue Service (IRS): Led enterprise QA for multilingual taxpayer web applications. Directed functional, integration, API, database, mobile, and regression testing. Improved release readiness through structured defect management and stakeholder reporting.

U.S. Navy: Evaluated modernization opportunities for enterprise contact center capabilities. Assessed multilingual customer experience, AI-enabled self-service, and operational readiness.

State of Tennessee: Supported modernization of the TEDS Worker Portal and TennCare Contact Center. Executed functional, system, integration, regression, release, and user acceptance testing.

State of Oregon: Improved multilingual Electronic Benefit Transfer customer experience through localization validation, IVR testing, and bilingual quality assurance.

Environment

ServiceNow | Jira | IBM Engineering Workflow Management | Cyara | BrowserStack | SQL | SOAP UI | REST APIs | AI/RAG | Agile

Wells Fargo Bank, N.A.

July 2010 - December 2022

Senior Quality Assurance System Engineer Lead

Led enterprise quality engineering initiatives supporting mission-critical banking platforms across retirement services, mortgage servicing, IVR, customer authentication, voice biometrics, and enterprise self-service technologies used by millions of customers. Partnered with business leaders, architects, product managers, and development teams to modernize customer-facing digital experiences while ensuring production stability and regulatory compliance.

Key Contributions

- Directed QA strategy across 10+ enterprise IVR applications supporting nationwide banking operations.
- Led quality engineering for the bank-wide 401(k) retirement technology portfolio.
- Supported modernization of the enterprise Mortgage IVR platform.
- Validated integrations among IVR, CRM, CTI routing, voice biometrics, speech recognition, APIs, and backend banking systems.
- Built automated regression frameworks using Cyara, improving release efficiency and test repeatability.
- Coordinated onshore and offshore QA teams through planning, execution, production readiness, and post-production support.
- Led multilingual validation in English, Spanish, and French.

Environment

ServiceNow | Cyara | HP ALM | Jira | SQL | SOAP UI | XML | CTI | Voice Biometrics | CRM | IVR | Agile

Compuware Corporation

June 1998 - July 2010

QA Manager

Led quality engineering for enterprise multilingual banking applications supporting First Union and Wachovia. Managed testing strategies for customer-facing IVR platforms, international wire transfers, retirement services, bill payment systems, and automated banking technologies serving millions of customers.

Key Contributions

- Directed QA for enterprise multilingual IVR banking platforms.
- Led validation of mission-critical customer authentication and banking applications.
- Developed enterprise testing standards, QA methodologies, and mentoring programs.
- Supported English, Spanish, and French customer experiences across large-scale financial platforms.
- Partnered with business and technology leaders to improve software quality and production reliability.

EDUCATION

International Business - Central Piedmont Community College

French Language & International Affairs - Alliance Française

SECURITY CLEARANCES

Active Secret Security Clearance
Federal MBI Public Trust

LANGUAGES

English | Spanish | French