

Diamond Ray Louden

Solutions Engineer · Technical Pre-Sales · AI & Developer Infrastructure | Chicago, IL

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SUMMARY

Diamond has spent 7+ years designing, demoing, and deploying technical solutions across AI-native and enterprise SaaS markets. From LLM evaluation to blockchain architecture, Louden's technical breadth gives him instant credibility with engineers. At Accenture, his systems work cut operational bottlenecks by 80% and accelerated decision-making by 60% for enterprise clients at Mondelez Intl. With Quincy Labs, he ran end-to-end technical sales cycles engaging both developer teams and investors across technical infrastructure.

SKILLS

Languages: JavaScript, Python, Solidity, TypeScript, SQL

APIs & Integration: REST APIs, JSON payload handling, Webhook concepts, OAuth flows, CRM integrations

AI Systems: LLM prompt engineering, evaluation frameworks, inference reliability, pipeline architecture

Data & Observability: Data ingestion, pipeline modeling, model eval frameworks, dashboard automation

Security & Compliance: HIPAA-aware architecture, data privacy design, blockchain security primitives

EXPERIENCE

Business Development Representative - Firstbase (*acquired by AppDirect*)

Feb 2026 - Present

- Generated new partnerships through ~15 monthly discovery calls by identifying operational gaps in workforce training pipelines using Salesloft insights
- Conduct discovery with IT teams to diagnose inefficiencies in device lifecycle workflows across distributed organizations
- Resolve integration and security concerns (SSO, identity provisioning, device logistics) while mapping IT workflow gaps to lifecycle automation solutions

Business Development Representative - re:WORK Training

Jan 2025 - Nov 2025

- Expanded pipeline via ~15 monthly discovery calls, using Hubspot insights to surface new partnership opportunities
- Increased qualified-lead conversion 20% through mission-fit targeting and personalized LinkedIn Sales Navigator outreach
- Executed multi-channel outbound campaigns via email, calls, and social media, exceeding engagement targets by 9%

Founder, Solutions Architect - Quincy Labs

Jan 2022 - Present

- Developed and scoped a HIPAA-aware AI clinical application end-to-end, translating high-stakes healthcare requirements into a deployable system architecture
- Delivered technical demos explaining cross-chain interoperability and blockchain infrastructure to developer and investor audiences
- Benchmarked AI model performance across latency, cost, and reliability metrics to inform system-level integration decisions

Accenture Clients: Maserati, Walgreens, Amazon, Mondelez Intl.

Jan 2022 – Feb 2025

Business Analyst - Mondelez International

Nov 2024 - Jan 2025

- Consolidated multi-source operational datasets into centralized reporting dashboards, improving visibility into international performance metrics
- Accelerated decision-making 60% through real-time dashboard deployment, improving visibility across performance metrics
- Standardized reporting workflows and automated handoffs, cutting bottlenecks 80% and increasing team efficiency 20%

Prompt Engineer - Amazon Project Neo

Mar 2023 – Jul 2024

- Authored 1000+ prompt/completion pairs across 9 NLP task categories contributing to a 500K-prompt dataset
- Designed evaluation infrastructure to normalize model outputs and enforce quality thresholds at scale
- Established QA and prompt standards bridging technical requirements and non-technical teams, driving adoption

Customer Preference Analyst - Walgreens Boots Alliance

Sept 2022 - Jan 2023

- Implemented governance checks within vendor onboarding workflows to ensure consent and compliance data integrity
- Maintained data integrity across customer engagement systems, protecting Walgreens' compliance and messaging at scale
- Improved customer retention 15% by translating cross-team design insights into preference-driven communication workflows

CRM Analyst - Maserati

Jan 2022 - Aug 2022

- Owned CRM performance analysis for Maserati, converting campaign and engagement data into retention strategies
- Unified account, creative, and data teams around campaign analytics to deliver clear client outputs
- Boosted personalized marketing effectiveness 20% by enhancing customer segmentation using vehicle and lease data