

CHRISTOPHER HOOPER

AI Workflow Architect | AI Operations Specialist | Customer Experience Systems Designer
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PROFESSIONAL SUMMARY

I design and operate human-supervised AI systems that connect customer experiences with operational execution. My work focuses on the intersection of AI operations, workflow architecture, customer experience design, automation, operational efficiency, and decision-support systems. I build environments where AI helps people discover information, navigate complex journeys, make informed decisions, and move confidently toward action while supporting governed workflows, monitoring, quality controls, escalation paths, and human oversight behind the scenes. I specialize in transforming AI from a standalone tool into a practical business capability through workflow orchestration, context engineering, governance controls, structured handoffs, operational monitoring, and human-in-the-loop execution.

CORE CAPABILITIES

AI Operations & Workflow Architecture

- Human-in-the-loop systems
- Workflow orchestration
- Context engineering
- Agent coordination
- Operational monitoring
- Governance controls
- Approval workflows
- Escalation logic
- Auditability
- Business process automation

Customer Experience Systems

- Customer journey design
- AI-guided experiences
- Qualification systems
- Decision-support experiences
- Digital onboarding
- Preparedness systems
- Conversational interfaces

Operational Optimization

- Workflow efficiency
- Communication systems
- Structured handoffs
- Process design
- Knowledge systems
- Monitoring and reporting
- Risk reduction

Immersive & Interactive Systems

- Virtual reality environments
- Experiential learning systems
- Digital orientation platforms
- Interactive storytelling
- Remote engagement systems

PROFESSIONAL EXPERIENCE

BLUERAVERNstudios.com

Founder | AI Workflow Architect & Customer Experience Systems Designer

2010–Present • Design and deploy AI-powered customer experience systems that guide users through discovery, education, qualification, decision-making, and action.

- Develop customer-facing AI experiences that combine conversational guidance, interactive media, immersive environments, and structured decision-support systems.
- Design and operate human-supervised workflow architectures supporting research, qualification, monitoring, communication, operational execution, governance, and structured business processes.
- Create operational systems utilizing context engineering, persistent memory, approval gates, escalation workflows, monitoring systems, quality controls, and human oversight.
- Build AI-assisted environments that support customer engagement while maintaining operational discipline, traceability, safety controls, and governance.

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SELECTED SYSTEMS

- **AI-Guided Customer Qualification Platform**
Designed a conversational customer experience system combining guided exploration, qualification workflows, educational content, and structured handoffs to support informed decision-making and opportunity development.
- **Patient Flow & Digital Optimization System**
Designed a patient preparedness and operational optimization framework focused on reducing non-clinical friction through visibility, familiarity, guidance, education, and communication systems.
- **Human-Supervised AI Operations Platform**
Designed and operate a workflow architecture that coordinates research, monitoring, communication, escalation, approvals, operational controls, and structured handoffs using specialized AI agents operating within governed workflows.
- **Immersive Learning & Orientation Systems**
Developed interactive and immersive experiences that improve preparedness, support remote learning, reduce onboarding friction, and enable scalable information delivery across healthcare, education, tourism, hospitality, and enterprise environments.

ADDITIONAL EXPERIENCE

- **Digital Visibility & Discovery Systems**
Designed customer discovery, local visibility, search optimization, and digital engagement systems that help organizations become easier to find, understand, and evaluate.
- **Customer Communication & Engagement**
Built systems supporting customer education, onboarding, qualification, preparedness, guidance, and engagement across multiple industries and environments.

TARGET ROLES

- AI Workflow Architect
- AI Operations Specialist
- AI Enablement Specialist
- Customer Experience Systems Designer
- AI Product Operations Specialist
- Workflow Automation Strategist
- Operational Excellence & Automation Lead
- Digital Transformation Specialist
- Customer Journey Architect
- AI Adoption & Governance Consultant

EDUCATION & CREDENTIALS

Google Cloud Generative AI Leader Path
Google Maps Certified Trusted Photographer
IPIX Certification in 360 x 180 Spherical Imaging
University of South Florida – Mechanical Engineering Coursework
Broward College – Computer-Aided Graphic Arts Coursework