

Contact

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(LinkedIn)

Top Skills

Prompt Engineering
Generative AI
Threat Assessment

Languages

English
Tagalog

Certifications

Microsoft® Certified Technology Specialist: .Net Framework 2.0, Distributed Applications
Introduction to Large Language Models
Incident Communications Administrator Certification
AI Foundations: Prompt Engineering with ChatGPT
Mass Notification Message Sender Certification

Rex Joseph Piloton

Redefining customer experience through the power of Agentic AI |
Sales/Customer Engineering | Singapore PR
Singapore

Summary

Innovative Pre-Sales Leader & Principal Solutions Consultant with years of experience blending technical expertise, strategic vision, and leadership to drive business growth. A trailblazer in critical event management, AI-powered solutions, and customer engagement, Rex has a proven track record of closing multimillion-dollar deals, optimizing sales strategies, and delivering tailored technical solutions across APAC, US, and global markets.

Key wins include driving an 8% increase in deal closure rates, securing first-of-their-kind partnerships, and leading successful product launches in new markets. Renowned for his customer-centric approach, dynamic presentations, and ability to demystify complex solutions, Rex is a force in navigating challenging sales cycles and empowering teams to exceed expectations.

With certifications in software engineering and expertise in Voice AI, SaaS, and CX solutions, Rex is passionate about leveraging technology to solve mission-critical business problems and deliver measurable value. A versatile leader, he thrives at the intersection of innovation, resilience, and client success.

Experience

ada CX
Senior Solutions Consultant
October 2025 - Present (1 year)
Singapore

As one of the founding Pre-Sales leaders for Ada in APAC, I partner with enterprise and digital-first brands to design, position, and deliver AI-powered CX solutions that drive measurable business impact.

I work closely with CX, Digital, and Operations teams across the region to help them modernize customer experiences through automation, generative AI, and

intelligent orchestration — ensuring every conversation is faster, smarter, and more personalized.

PreSales Collective

Member

February 2022 - Present (4 years 8 months)

We are on a mission to elevate the role of PreSales in organization worldwide. We aim to provide PreSales professionals with the resources, knowledge, network, and mentorship to develop long impactful careers in PreSales.

Our vision is to create a global community of professionals who have a passion for PreSales. A place where individuals in a PreSales role, or anyone who aspires to be, will be supported in their professional development.

Everbridge

Principal Pre Sales Engineer

September 2022 - October 2025 (3 years 2 months)

Singapore

Partnering with enterprises and government organizations across Asia-Pacific to design and deliver mission-critical solutions in crisis management, mass notification, and risk intelligence. I lead technical strategy in customer engagements—shaping solution architecture, driving product demonstrations, and aligning Everbridge 360 capabilities with client resiliency goals. Key contributions include winning major APAC accounts, enabling business continuity for global enterprises, and positioning Everbridge as a trusted partner for critical event management.

AI Rudder

Principal Solutions Consultant

February 2022 - September 2022 (8 months)

As a Principal Solutions Consultant at AI Rudder, I lead the charge in helping global enterprises leverage the power of conversational AI to enhance customer engagement, streamline operations, and drive business growth. My role bridges the gap between cutting-edge technology and practical business applications, ensuring that our solutions meet both technical and strategic needs.

Key Responsibilities:

1. Collaborate with C-level executives and senior stakeholders to identify business challenges and opportunities that can be addressed through AI-driven solutions.
2. Design and deliver tailored AI strategies, proof of concepts (POCs), and end-to-end solutions that align with client objectives and industry best practices.
3. Lead product demonstrations, workshops, and deep-dive technical discussions to showcase the capabilities of AI Rudder's solutions.
4. Serve as a trusted advisor, providing insights on product roadmaps, implementation strategies, and future-proofing AI investments.
5. Act as a liaison between clients and AI Rudder's product development team, ensuring customer feedback is translated into continuous product innovation.
6. Support the sales team in crafting compelling value propositions, developing RFP responses, and closing complex enterprise deals.

Key Achievements:

1. Drove the adoption of AI Rudder's multilingual conversational AI solutions across US, APAC and EMEA regions, expanding the company's presence in key markets.
2. Enhanced product offerings by collaborating closely with engineering teams, introducing new features that improved solution scalability and customization for enterprise clients.

By marrying advanced AI capabilities with a deep understanding of customer needs, I enable businesses to unlock the true potential of conversational AI, ensuring they stay competitive in a rapidly evolving digital landscape.

Zendesk

Senior Solutions Consultant | Enterprise | APAC

May 2020 - February 2022 (1 year 10 months)

Singapore

As a Senior Solutions Consultant at Zendesk, I specialize in helping businesses design and implement customer service solutions that drive efficiency, engagement, and satisfaction. By deeply understanding client challenges and aligning Zendesk's suite of products to meet their needs, I empower organizations to deliver exceptional customer experiences across all channels.

Key Responsibilities:

1. Partner with sales teams to provide technical and strategic consulting during the pre-sales process, demonstrating how Zendesk solutions can solve business challenges.
2. Lead in-depth discovery sessions to understand client workflows, challenges, and customer service strategies, ensuring tailored solutions that maximize ROI.
3. Design and deliver customized product demonstrations, proof of concepts (POCs), and presentations to showcase the capabilities of Zendesk's products.
4. Collaborate with product management and engineering teams to provide client feedback, ensuring continuous product improvement and alignment with market demands.
5. Conduct technical deep dives into Zendesk's API and integration capabilities, guiding clients on how to seamlessly integrate Zendesk with existing systems and tools.
6. Support implementation teams in transitioning clients from sales to deployment, ensuring a smooth and successful onboarding process.
7. Serve as a trusted advisor to C-level executives and decision-makers, providing insights and recommendations on optimizing their customer support operations with Zendesk.
8. Keep abreast of industry trends and customer service innovations to offer cutting-edge solutions to clients, including but not limited to, Artificial Intelligence (AI).

Kasisto, Inc.

Director, Sales Engineer - APAC

September 2019 - May 2020 (9 months)

Singapore

Kasisto enables financial institutions to service, engage and acquire customers via human-like, intelligent conversations. Kasisto's Conversational AI platform, KAI, powers omni-channel virtual assistants and chatbots who are fluent in banking across mobile apps, websites, messaging platforms, and voice-enabled devices. Kasisto's customers include J.P. Morgan, Mastercard, TD Bank, Standard Chartered, DBS Bank, among others. The platform is engaging with millions of consumers around the world, across multiple channels, in different languages, and is optimized for performance, scalability, security, and compliance. Built with the deepest AI portfolio in the industry, KAI includes Platform Tools and Services to customize and continually improve consumer experiences as well as seamlessly add new features, channels, and markets.

Experian Asia Pacific

3 years 3 months

Head of Pre Sales and Technical Services, Data Quality and Targeting (SEA)

July 2017 - September 2019 (2 years 3 months)

Singapore

Experian is the world's leading global information services company. Included in Gartner's 2016 magic quadrant and voted by Forbes as Most Innovative Company for the fourth year running, Experian has more than 16,500 people operating across 37 countries. We are listed on the London Stock Exchange (EXPN) and are a constituent of the FTSE 100 Index.

Experian Data Quality is a global leader in providing data quality software and services. We help our customers proactively manage the quality of their data through world class validation, matching, enrichment and profiling capabilities.

With flexible SaaS and on-premise deployment models, Experian Data Quality management tools and services allow our customers to have the confidence to use their data as a strategic asset. Whether your business is large or small, we want to help you unlock the real value of your data so you can make meaningful decisions. From insurance to travel to banking sectors, we're helping organisations connect with their customers, understand trends and plan for the future.

If you would like to find out more about how Experian Data Quality solutions can help manage your customers, do contact me - rex.piloton@experian.com

Senior Technical Consultant

July 2016 - July 2017 (1 year 1 month)

Singapore

Thomson Reuters

Technical Consultant

April 2013 - July 2016 (3 years 4 months)

Third Party Risk Solution - enables customers to have an effective mitigation program from the initial screening and due diligence stage through to on-boarding and training their employees and third parties including Regulatory and Compliance space

BAE Systems Applied Intelligence

Technical Consultant

December 2011 - March 2013 (1 year 4 months)

The Professional Services Group is responsible for the delivery of the Detica NetReveal/Norkom product to our clients for enterprise risk, fraud, anti-money laundering and compliance solutions.

Monetary Authority of Singapore

Solutions Consultant

December 2009 - December 2011 (2 years 1 month)

Netop Business Solutions A/S

Senior Software Development Engineer

June 2008 - December 2009 (1 year 7 months)

Accenture Technology Solutions

Software Engineer

August 2005 - June 2008 (2 years 11 months)

Education

Mapúa University

B.S., Computer Science · (2002 - 2005)