



Biographies Nuance Speakers

Nils Lenke - Senior Director, Corporate Research Nuance Communications

Nils Lenke oversees the coordination of various research initiatives and activities across many of Nuance's business units. He also organizes Nuance's internal research conferences and coordinates Nuance's ties to Academia and other research partners. Nils joined Nuance (formerly ScanSoft) in 2003, after holding various roles for Philips Speech Processing for nearly a decade. Nils attended the Universities of Bonn, Koblenz, Duisburg and Hagen, where he earned an M.A. in Communication Research, a Diploma in Computer Science, a Ph.D. in Computational Linguistics, and an M.Sc. in Environmental Sciences. Nils can speak six languages; including his mother tongue German, and a little Russian and Mandarin. In his spare time, Nils enjoys hiking and hunting in archives for documents that shed some light on the history of science in the early modern period.

Area: Explain Technology of VA's

Mark Hanson - Director Design & Development

Mark Hanson is the World Wide Head of Nuance's Cognitive Innovation Group (CIG). The Cognitive Innovation Group is focused on applying the latest advancements in machine learning and artificial intelligence to automate and improve the customer experience across channels. Mark is responsible for setting Nuance's AI Strategy and leading product development efforts in collaboration with Nuance's Definitional Customers and Nuance's AI Lab. Currently Mark is focused on machine learning advancements in analytics, prediction, knowledge, and human assisted learning. Prior to leading CIG, Mark led product management and design for Nuance's Nina product. Mark began his career in A.I focusing on business and design strategy for the Automotive, Telco, and Finance verticals.

Area: Artificial Intelligence in Customer Service

Brett Beranek - Director, Product Strategy, Voice Biometrics at Nuance

Brett is fascinated by transformative technologies that have a real impact on our lives. With over a decade of experience in the customer experience and biometrics space, Brett brings strategic and tactical insights to organizations wishing to deliver a better experience to their customers via innovative technologies. Prior to joining Nuance, Brett a technologist and entrepreneur by education and passion, successfully introduced several disruptive technologies to the health-care, IT and security markets, including as a partner of facial recognition firm Viion Systems and member of Genetec's management team, a security firm that transformed the video surveillance market. Brett also currently serves on the advisory board of high-tech healthcare startup GaitTronics. Brett earned a Bachelor of Commerce, Information Systems Major, from McGill University as well as an Executive Marketing certificate from Massachusetts Institute of Technology's Sloan School of Management. Brett loves travelling the globe and discovering new cultures with his three kids, Layla, Rayan and Nora and his wife, Tania.

Area: Voice Biometrics