



David Yang, Ph.D.

Founder of ABBYY | Co-founder of Newo.ai, iiko & Syrve | Serial Entrepreneur | AI Pioneer | Member of Band of Angels

David Yang, Ph.D., is a Silicon Valley-based serial entrepreneur, technology innovator, and investor specializing in artificial intelligence. He is the founder of ABBYY, co-founder of Newo.ai, iiko, and Syrve, a member of Band of Angels, and has founded or co-founded 13 companies over the course of his career.

Dr. Yang is a globally recognized thought leader, speaker, and advisor in **Artificial Intelligence, Voice AI, Content Intelligence, Process Intelligence, People Analytics, and enterprise automation.**

ABBYY

Dr. Yang founded ABBYY, a global leader in AI-powered Content Intelligence and Process Intelligence. Under his leadership, ABBYY grew to more than **1,000 employees across 14 offices in 11 countries**. Its technologies have been used by more than **50 million people**, and thousands of enterprise customers in 200 countries have relied on ABBYY solutions, including PwC, McDonald's, Xerox, Toyota, Yum! Brands, Deloitte, PepsiCo, Fujitsu, Volkswagen, and UCSF.

Leading robotic process automation and enterprise technology companies, including **UiPath, Blue Prism, and NICE**, have relied on ABBYY's AI technologies to automate document-centric and business processes.

Newo.ai and Voice AI

Today, Dr. Yang is focused on **Newo.ai**, a Voice AI platform built for CCaaS and CPaaS providers, BPOs, contact centers, and enterprises seeking to automate customer interactions at scale.

Newo's AI agents handle customer conversations in real time: they answer and route calls, identify customer intent, book appointments, process orders, create and resolve support tickets, and interact with customers across **voice, SMS, web chat, and messaging channels**.

At the core of Newo is its **third-generation Voice-to-Voice AI technology**, designed to enable natural, emotionally expressive conversations with ultra-realistic speech and subsecond response latency.

A key differentiator is Newo's proprietary **Zero-Hallucination Architecture™**. Rather than relying on a conventional linear AI pipeline in which an incorrect response can reach a customer unchecked, Newo employs dozens of specialized AI supervisors that continuously verify conversations against approved business information and workflows while the interaction is taking place. This architecture is designed to

bring the reliability, accuracy, and predictability required by enterprise contact centers to generative Voice AI.

Newo has achieved a **99.6% Lead Success Score**, helping contact centers provide 24/7 coverage, improve routing accuracy, and convert customer inquiries into measurable business outcomes.

Newo is also designed for rapid deployment. Its built-in **Newo Voice AI Creator** analyzes a company's website and business information, interviews business owners and operators, and uses proprietary agentic engineering technology to create production-ready AI agents—reducing implementation time from traditional multi-month projects to **minutes or days**.

Today, more than **50,000 Newo AI agents** operate across **90 languages, 30 countries, and 20 industries**, with access to more than **200 built-in integrations** with CRM, PMS, POS, and other enterprise systems.

Restaurant and Hospitality Technology — iiko / Syrve

Dr. Yang is also a **co-founder of iiko and Syrve**, restaurant technology platforms created to transform the way restaurants and hospitality businesses are managed. Born from Dr. Yang's own experience as a restaurateur, the technology evolved from an internal solution for automating restaurant operations into a comprehensive, industry-specific management platform.

A key innovation—and a major driver of the platforms' success—has been the **deep integration of virtually every restaurant business process within a single real-time system**, including sales, inventory and purchasing, kitchen and order management, finance, workforce management, customer loyalty, delivery, analytics, and multi-location operations. Rather than functioning simply as a POS or back-office system, iiko and Syrve were built with a strong **AI and intelligent automation focus**, using operational data to help restaurants **increase revenue, accelerate service, optimize operations, and reduce costs**.

Today, **iiko and Syrve together serve more than 90,000 restaurants across 60+ countries through a global ecosystem of more than 400 partners**.

Charity and Education

Beyond technology and entrepreneurship, Dr. Yang has devoted a significant part of his work to **education and philanthropy**. He is one of the eight co-founders of the **Ayb Educational Foundation**, established in 2006 with the mission of transforming Armenia through education and building a world-class educational system rooted in national language, culture, and values. Ayb has grown into one of Armenia's most significant educational movements: its programs reach approximately **125,000 children annually**, support more than **1,100 schools**, have engaged more than **9,000 teachers** in professional development, and have brought educational competitions to more than **750,000 participants** from Armenia, Artsakh, and the Armenian Diaspora.

At the center of this effort is **Ayb School**, created as a model for a new generation of Armenian education, and the **Araratian Baccalaureate (AB)**—an academically rigorous Armenian-language secondary education program developed by the Ayb Educational Foundation in cooperation with **Cambridge University Press & Assessment** and the **UCL Institute of Education**. The Araratian Baccalaureate has been benchmarked as

comparable to the UK's GCE A Level and the U.S. Advanced Placement (AP) qualifications and is recognized by leading universities internationally.

The initiative represents something broader than the transformation of education in Armenia: it demonstrates how a national education system can preserve its language, identity, and intellectual traditions while meeting globally recognized academic standards. Through its work with international educational institutions and the Armenian Diaspora, Ayb has created a model with relevance beyond Armenia—showing how education can connect a global community, strengthen cultural identity, and give students access to world-class academic opportunities without requiring them to abandon their own language and heritage.

People Analytics

Dr. Yang also serves as a consultant to **Visier, Inc.**, a global leader in People Analytics. His work in this field has focused on technologies that help organizations better understand workplace dynamics, collaboration, employee experience, and organizational performance through the secure and responsible use of data and AI.

Entrepreneurship and Innovation

From 1998 to 2002, Dr. Yang created **Cybiko**, one of the world's first handheld wireless communication computers designed specifically for teenagers.

His entrepreneurial interests have also extended to fintech, customer engagement, culture, and the creative industries. He co-founded **Plazius**, a customer loyalty and mobile payments platform, and founded and co-founded several art and community ventures, including **FAQ-Café Studio** and **DeFAQto**.

Recognition

Dr. Yang is a frequent international keynote speaker and the author of numerous patents and scientific publications. The **World Economic Forum in Davos** named him one of its **Technology Pioneers**.

Across more than three decades of entrepreneurship, his work has focused on a consistent objective: applying artificial intelligence to complex real-world problems and turning emerging AI technologies into products that can operate reliably at enterprise scale.

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Short blurb:

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Today, Dr. Yang is focused on **Voice AI and Newo.ai**, a third-generation Voice-to-Voice AI platform with more than **50,000 AI agents operating across 90 languages**. He also co-founded **iiko and Syrve**, integrated restaurant technology platforms serving more than **90,000 restaurants across 60+ countries through 400+ partners**.

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Blurb 150 words:

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Dr. Yang also co-founded **iiko and Syrve**, integrated restaurant technology platforms serving **90,000+ restaurants across 60+ countries through 400+ partners**. A co-founder of the **Ayb Educational Foundation and Ayb School**, he is the author of numerous patents and scientific publications and was recognized by the **World Economic Forum** as a Technology Pioneer.

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