

# William Boyd

Cupertino, CA | william.boyd@rocketserve.io | 415-857-3783

## Technical Program Manager

Technical program and operations leader with 15+ years across telecom technology, autonomous vehicle operations, managed IT, founder-led service delivery, and AI workflow development. Strong record translating ambiguous technical and operational problems into executable plans, checklists, stakeholder communication, risk tracking, and measurable service outcomes.

## Core Skills

- Program execution: roadmap planning, milestone tracking, risk registers, dependency mapping, escalation handling
- Technical operations: Linux/Unix, macOS, Windows, TCP/IP, VPN, SSH, FTP, Wireshark, Office 365, Active Directory
- Workflow systems: Jira, runbooks, checklist design, service intake, status tracking, quality gates, operational reviews
- AI and data platforms: AI workflow development, Athena operating model, OpenClaw control workflows, GCP administration
- Leadership: 25-35 person team management, coaching, scheduling, customer escalation, vendor/client coordination
- Communication: stakeholder discovery, executive summaries, technical-to-nontechnical translation, launch readiness

## Experience Highlights

### Founder / Owner Operator, RocketServe.io LLC / RocketServe Legal

California and Nevada | September 2018-Present

- Built operating workflows for managed IT, process service, notary services, document intake, scan-back delivery, client communication, and service follow-through.
- Owned planning, prioritization, vendor management, client expectations, banking, business registration, tax records, and daily operations.
- Created repeatable execution patterns for document-heavy work where accuracy, traceability, timing, and customer communication matter.
- Applied AI-assisted planning and automation to reduce ambiguity in service delivery, customer communication, and evidence organization.
- Converted customer needs into implementation plans, technical recommendations, service packages, and operational improvements.

### L5 Operator, Autonomous Vehicle Operations, Zoox

Foster City, CA | March 2021-May 2022

- Executed mission-critical autonomous vehicle procedures with detailed checklists, command-line workflows, Jira tickets, and network access protocols.

- Coordinated with teammates during autonomous missions, communicating status, blockers, constraints, and required actions.
- Troubleshoot vehicle startup, compute, communication, logging, deployment, power-state, and component issues in a high-reliability setting.
- Prepared vehicles for autonomous operations by validating connectivity, software versions, storage/logging state, localization readiness, and mission constraints.

### **Assistant Manager / Integrated Solutions Consultant, AT&T Mobility**

Palo Alto, Union City, Sacramento, CA | 2008-2019

- Managed 25-35 employees across high-volume retail locations, including coaching, performance planning, scheduling, inventory, and escalation resolution.
- Served as operations and finance back-office manager for serialized and non-serialized inventory.
- Improved bridge reporting, call-center coordination, customer satisfaction workflows, and technical support handoffs.
- Developed business leads, prepared proposals, and presented tailored technical solutions to customers.

## **Project Highlights**

### **Athena Program Operating Model**

Built planning artifacts, runbooks, operational status reports, migration plans, and reliability scorecards for an AI workflow platform. Useful evidence for AI platform TPM roles.

### **OpenClaw Execution Control**

Defined controlled execution patterns for agentic workflows, including operating constraints, verification needs, and task handoff structure.

### **RocketServe Service Lifecycle**

Designed intake-to-close workflows for legal/document service delivery, including customer communication, field execution, scan-back handling, and status tracking.

## **Education**

Bachelor of Science, Information Technology | University of Phoenix | 2015-2018 | GPA 3.60

Udacity Nanodegree, Intro to Self-Driving Cars | Completed June 2022

## **Certifications**

Cisco Networking Certificate | July 2017

Advanced Networking Certificate | November 2018

CompTIA A+ Certified | March 25, 2021-March 25, 2024

CompTIA Security+ Coursework/Training