William W. O'Neill

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Profile

- Proven application architect and software development leader, adept at strategic planning, leading change, and delivering results
- Life-long, passionate technologist, continually seeking software solutions to solve complex, significant, and meaningful challenges
- Effective communicator and leader, proficient at building highly effective working relationships with peers, management, teams, and customers

Experience

VP, Engineering & Co-founder   **Quiq, 2015 - Present**

- As the first employee and technical leader, designed and developed the original microservice architecture, build systems, and infrastructure
- Directly oversee and manage all aspects of the product from conception through delivery, including: Product Management, Engineering, Quality Assurance, Cloud Engineering, Customer Success, and Customer Service
- Reliably deliver exceptional products to customers on-time, exceeding their expectations, maintaining customer loyalty and satisfaction with churn below industry averages
- Worked closely with peers on the executive team and the Board of Directors to bring Quiq to the market, developed go-to-market strategies, and significantly contributed to Sales and Marketing execution and achievement

Senior Director, Software Development   **Oracle, 2014 - 2015**

- Led 200+ developers and their supporting teams in creating the next generation, flagship client for the Oracle Service Cloud organization
- Continued to lead and expand development teams, mentoring directors, mangers, development leads, and others across the organization
- Initiated extensive, cross-department efforts to improve customer satisfaction, often meeting directly with customers and strategic partners, gathering feedback, and implementing programs to further strengthen the product and increase service levels
- Led the team responsible for the product build of Oracle Service Cloud and its deployment to all development, test, demonstration, staging, and production environments

Director, Software Development   **Oracle, 2013 - 2014**

- Responsible for multiple, globally distributed software development teams, mentoring group managers, senior software engineers, and software architects
- Led significant software development efforts including a highly complex, cross-team, 40+ man-year project that was completed on-time, and set a new standard for software development quality and excellence in the client development organization
- Served as the final escalation point for critical customer issues related to my product areas, and

recognized on multiple occasions by senior leadership for salvaging, maintaining, and advancing pivotal customer relationships
- Introduced, created, and led the Development Quality and Tools team to serve an organization of 500+ developers, increasing organizational productivity and effectiveness, and reducing risks to the quarterly production release milestones
- Counseled on multiple development architecture committees and customer advisory boards

Senior Manager, Software Development   **Oracle, 2012 - 2013**

- Responsible for managing the client architecture, client deployment, development quality, continuous integration, 508 compliance, and development infrastructure groups
- Introduced Scrum to the development organization and coordinated Scrum adoption across 34 global Scrum teams
- Delivered many complex software projects, without missing a deadline, while ensuring a high degree of quality and customer value
- Worked directly with multiple Fortune 500 companies, assisting in complex enterprise deployments, troubleshooting and resolving many production challenges
- Led development quality, standards, and best practices across a 300+ member development team

Manager, Software Development   **RightNow Technologies, 2010 - 2012**

Acquired by Oracle, please see above

Senior Software Engineer   **Computers Unlimited, 2009 - 2010**

- Architected multiple application frameworks and software systems, trained the development organization in the adoption of the frameworks, and reduced development costs and maintenance
- Created a development productivity and best practices group, increasing developer efficiency across the company and providing a venue for sharing new ideas and approaches to technical problems
- Designed and oversaw the implementation of a configuration management and quality assurance system across multiple development groups

Senior Enterprise Application Architect   **Eide Bailly, LLP, 2007 - 2009**

- Partnered with multiple clients, gathering requirements, and delivering customized solutions to meet the unique need of numerous enterprise customers
- Led multiple development teams, implementing customer requirements with a high degree of quality and customer satisfaction in a timely fashion
- Analyzed and critiqued existing application architectures, offering guidance to improve scalability, reusability, security, and reliability

Senior Manager, Software Development   **Oracle, 2012 - 2013**

- Managed the day-to-day activities of a 15+ person software development group including hiring, mentoring, coaching, continuous reviews, and providing technical direction
- Coordinated software development efforts of multiple departments in the release of various products, surpassing customer expectations, and setting a new standard for the organization
- Introduced agile methodologies and led multiple development teams using Scrum, increasing communication, release predictability, team output, and team cohesion
- Created the automated testing team, providing advanced integration testing, replacing manual testing, and reducing risk to the organization

Software Engineer   **Computers Unlimited, 2000 - 2005**

- Designed and developed systems of moderate to advanced complexity using a variety of development languages and platforms including Linux, Windows, VMS, C#, C/C++, VB, and SQL Server
- Introduced multiple organizational level changes, improving employee and customer experiences, making the organization more efficient, and delivering value to internal and external stakeholders
- Focused on developer productivity and code quality by introducing unit testing, peer reviews, agile methodologies, design patterns, and other best practices

Software Developer   **SAP, 1999 - 2000**
Intern, Software Development   **SAP, 1997 - 1999**
CAD Draftsman and Programmer   **Model Log Homes, 1994 - 1997**

Education

Montana State University - Bozeman, 1995 - 2000

- Bachelor of Science, Computer Science, GPA: 3.97/4.0
- Activities and Societies: Alpha Lambda Delta Honor Society, ACM

Organizations

- Gianforte School of Computing, Montana State University – Advisory Board Member
- Code Montana – Champion and Volunteer
- Bozeman School District – Community Partner and Volunteer
- Billings Montana Police Department – Volunteer Software Developer
  - Nominated Montana Citizen of the Year, 2005
  - Recognized by Federal agencies for significant efforts to reduce crime nationwide
- Billings Montana Animal Shelter – Volunteer
- Billings .NET Users Group – Co-founder
- Montana Programmers – Member
- Boy Scouts of America – Scoutmaster
- Boy Scouts of America – Cub Master