# William O’Neill

### **Enterprise SaaS and AI Executive | Architect of Scalable Platforms | Growth Strategist**

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Proven technology executive building SaaS platforms, scaling global teams, and driving AI innovation for enduring enterprise growth. Architect of resilient systems, trusted board advisor, and strategic leader delivering **$20M ARR**, **99.998% uptime**, and transformative customer experiences. Committed to aligning technology execution with market leadership, customer success, and strategic enterprise growth. I believe that true leadership lies in empowering teams to transcend perceived limits and deliver lasting impact.

## Selected Strategic Achievements

* Architected and scaled an enterprise SaaS platform from inception to **$20M ARR**, achieving **106% net revenue retention** and **99.998% uptime**.
* Pioneered enterprise AI adoption with 30+ LLM-powered agentic deployments, driving **40% new ARR**.
* Directed M&A technical integration, leading to a **33% increase in company revenue**.
* Built and retained global teams with **<1% annual voluntary attrition** across Engineering, Product, and Customer Success.
* Enabled **$3M+ in enterprise sales** as chief technology evangelist and trusted AI advisor.

## Professional Experience

### **Senior Vice President, Product & Engineering | Co-founder**

**Quiq | Remote | 2015 - Present**

* Spearheaded growth from inception to **$20M ARR** and raised **$55M** in venture funding.
* Engineered a cloud-native microservices platform across AWS, Azure, and GCP.
* Pioneered LLM-powered AI strategy, driving **40% new ARR**.
* Sustained **99.998% platform uptime** and **106% net revenue retention** over a decade.
* Directed M&A technical integration (Snaps), resulting in **33% company revenue growth**.
* Instituted and enforced enterprise-grade security, compliance, and governance policies (SOC 2, HIPAA, GDPR), sustaining zero security incidents across a decade of global SaaS operations.

### **Senior Director, Software Development**

**Oracle | Bozeman, MT | 2010 - 2015**

* Rapidly promoted from Manager to Senior Director, directing a global engineering organization (250+ engineers) delivering Oracle’s flagship Service Cloud solutions.
* Directed enterprise development of next-gen web client for Fortune 500 enterprises.
* Established Development Quality & Tools organization, enhancing productivity across 500+ developers.
* Institutionalized Scrum adoption across 34 global teams, improving velocity and predictability.
* Represented executive escalation point for strategic accounts including Walmart.

### **Previous Roles (Summary)**

**Software Developer / Architect / Consultant** | Independent | 2009–2010
**Senior Enterprise Application Architect** | Eide Bailly LLP | 2007–2009
**Software Engineer to Manager, Software Engineering** | Computers Unlimited | 2000–2007
**Software Engineer (Intern)** | Extended Systems (Acquired by SAP) | 1997–2000

* Delivered strategic consulting and software solutions for enterprise and mid-market clients.
* Architected and modernized distributed systems, migrating platforms to scalable architectures.
* Led and scaled development teams, introducing Agile and DevOps practices.
* Built foundational SaaS, CI/CD, and high-availability systems supporting long-term enterprise growth.
* Spearheaded modernization of legacy applications by driving company-wide adoption of modern programming languages, enterprise software architectures, and advanced development practices.

## **Board and Industry Leadership**

* Advisory Board Member — College of Engineering, Montana State University (2017–Present)
* AI & Technical Advisor — Next Frontier Capital (2023–Present)
* Technical Advisor — Flywheel LMS (2017)
* Founder — Montana .NET Users Group (2005)
* Champion & Volunteer — CodeMontana (Computer Science Initiative for Montana High Schools)
* Nominated — Montana Citizen of the Year (for providing pro bono software solutions to law enforcement)

## Strategic Leadership Domains

* Enterprise SaaS Strategy & Execution
* AI/ML Innovation and Agentic System Deployment
* Global Engineering Leadership and Culture Building
* Cloud-Native Architecture and Platform Scalability
* DevOps, CI/CD, and High-Availability Operations
* M&A Due Diligence and Technical Integration
* Investor and Board Technical Advisory
* Customer-Centric Product Growth Strategy

## Education

Bachelor of Science, Computer Science

**Montana State University** | Bozeman, MT | 3.97 GPA

Activities & Societies: Alpha Lambda Delta Honor Society, Association for Computing Machinery