

WILLIAM O'CONNELL

Enterprise Cloud Delivery | Life Sciences & Regulated Environments | AWS Certified

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Cert: AWS Solutions Architect – Associate (proctored, Oct 2025)

Cert: PMP – Project Management Professional (2005–2019)

Prof. Cert: AWS Cloud Technology Consultant (Coursera · 9-Module)

Course: AWS Generative AI Applications (Coursera)

Cert: Leading SAFe 6.0 / SAFe PO/PM

Cert: Prosci Change Management Practitioner

PROFESSIONAL SUMMARY

AWS-certified Engagement Manager and enterprise cloud delivery leader with 20+ years driving high-stakes IT programs across life sciences, financial services, and global digital media. Spent 14 years embedded at Genentech / Roche — one of the world's most regulated life sciences environments — as consultant then converted FTE Delivery Head, directing up to 100+ project contributors and managing combined annual portfolio budgets of \$25M. Accountable for a \$100M+ dual data center transformation program across North America and APAC. Led the 100,000-user enterprise SaaS migration to Google Cloud, delivering \$20M+ in annual cost savings.

Recent hands-on cloud work: designed and deployed a production AI Conversational Safety Layer on Amazon Bedrock/Claude with deterministic guardrails, RBAC enforcement, and structured audit logging. Built a GxP-aligned Validated Document Control platform on AWS serverless. Operates at the intersection of customer obsession, technical depth, and operational rigor — bringing regulated-environment discipline to cloud delivery engagements where compliance is non-negotiable.

CORE COMPETENCIES

- ▶ Cloud Delivery Management (AWS, GCP, SaaS)
- ▶ Executive & C-Suite Stakeholder Engagement
- ▶ Portfolio & Program Governance (\$150M+)
- ▶ GxP / 21 CFR Part 11 / Regulated Environments
- ▶ Multi-Vendor SOW & Contract Management
- ▶ Engagement Scoping, Risk Management & Escalation
- ▶ Enterprise Change Management (100K+ Users)
- ▶ PMO Buildout & Global Process Harmonization
- ▶ AWS Bedrock, Lambda, Serverless Architecture
- ▶ Agile / Waterfall / Hybrid Delivery

PROFESSIONAL EXPERIENCE

O'Connell Cloud & Program Advisory LLC

Jan 2025 – Present

Engagement Manager, TPM & Cloud Delivery Advisor

Seattle, WA · Remote

- **Ownership / Think Big:** Designed and deployed a production AWS serverless Validated Document Control (VDC) platform incorporating RBAC, MFA, and structured audit logging — aligned to 21 CFR Part 11, with full IQ/OQ/PQ validation lifecycle.
- **Invent & Simplify / Bias for Action:** Built a production AI Conversational Safety Layer on Amazon Bedrock / Claude with deterministic guardrails, RBAC enforcement, structured audit logging, and auditable model invocation controls. Both systems live at WilliamOConnellPMP.com.
- **Learn and Be Curious:** Currently developing Recovery Pattern Recognition Tool using Claude API + AWS Lambda / DynamoDB, targeting AI safety applications for vulnerable populations.
- **Think Big:** Established O'Connell Cloud & Program Advisory LLC and launched untangle2grow.com — a positioned advisory practice targeting growth-stage and regulated-industry companies on cloud readiness and program governance.
- **Learn and Be Curious:** Completed a structured 10-month cloud and AI reskilling program (Jan–Oct 2025) — spanning AWS and Google coursework across 9 Coursera certifications, culminating in the AWS Certified Solutions Architect – Associate proctored exam (Oct 2025) and a deliberate relocation to Seattle to reenter enterprise cloud delivery.

OCO Investments LLC

Aug 2019 – Dec 2024

Program Lead | Portfolio Operations

San Francisco & Remote

- **Deliver Results / Frugality:** Applied TPM governance discipline across a multi-asset portfolio spanning real estate and early-stage tech angel investments — owned delivery plans, risk tracking, dependency mapping, and stakeholder alignment across legal, financial, and vendor relationships, including an angel investment in RIA Health (telehealth).
- **Earn Trust:** Maintained operational continuity through significant market disruption, executing structured change control and contingency planning without direct organizational authority.
- Divested full portfolio by end of 2024 and executed structured return to enterprise cloud delivery.

Roche / Genentech

Mar 2013 – Aug 2019

Delivery Head & Senior Technical Program Manager [FTE Department Head] South San Francisco, CA

- **Deliver Results / Ownership:** Owned end-to-end delivery accountability for a ~\$25M annual infrastructure portfolio across North America and APAC — directing 10 FTE TPMs and 20+ contract resources across 25+ concurrent programs in infrastructure, cloud, and enterprise platforms.
- **Think Big / Bias for Action:** Directed \$100M+ global data center transformation as a dedicated multi-year program — hired and oversaw a 9-person contract TPM team plus BAs, project coordinators, and OCM resources across a 3-year NA and APAC effort. Achieved zero unplanned downtime.
- **Customer Obsession:** Served as accountable TPM for EDIS (Enhanced Data & Insights Sharing platform) — coordinated infrastructure, data governance, and research engineering to enable governed enterprise AI/ML data access under HIPAA and GDPR, with structured access controls and full audit traceability as core architectural requirements.
- **Invent & Simplify:** Served as Product Manager for global resource management platform (800+ users) — owned biweekly release cadence and stakeholder feedback loops; improved on-time delivery by 30% and reduced resource over-allocation by 80%.
- **Earn Trust / Hire and Develop the Best:** Drove change management strategy across all major programs — embedded adoption discipline into delivery execution, increasing customer satisfaction by 25–35% through improved engagement and execution rigor.
- **Think Big / Invent & Simplify:** Delivery Manager for Roche's first enterprise AWS IAM implementation — one of the organization's earliest global AWS engagements, enabling consolidation of fragmented scientist-owned AWS account usage into a governed enterprise identity and access management framework.

Genentech [Consulting Engagement] Mar 2009 – Mar 2013

Technical Program Manager / Delivery Lead South San Francisco, CA

- **Deliver Results / Success at Scale:** Served as OCM Lead for 100,000-user global cloud migration — directed the OCM team in building a 2,000+ change agent network and developing adoption collateral; owned cutover schedule and planning in partnership with the Principal TPM. Converted to FTE Department Head during the program but retained program oversight.
- **Dive Deep / Deliver Results:** Managed \$20M infrastructure program across 20,000 endpoints — directed 50+ engineers across parallel workstreams, owning sequencing, dependency tracking, and release coordination through full delivery lifecycle.
- **Invent & Simplify:** Implemented Clarity PPM and standardized 17 governance processes across 9 global PMOs — established dependency transparency, structured risk tracking, and delivery predictability frameworks across a 3,000-person IT organization.
- Managed M&A integration reporting across 100+ cross-functional initiatives — maintained executive visibility into program health, risks, and interdependencies during organizational transition.

EMI Music (Capitol Records / Virgin Records / Angel Records) [Consulting Engagement] Sep 2005 – Aug 2008

Senior Business Analyst – Global Platform Delivery London, UK · Cross-Regional: 43 Countries

- **Think Big / Customer Obsession:** Lead BA for global Digital Asset Management platform across 43 countries, 17 languages, and 100+ system integrations — owned requirements, data mapping, UAT coordination, and stakeholder alignment across a complex multi-regional rollout.
- **Insist on Highest Standards:** Authored comprehensive BRDs and FRDs; drove platform adoption across 100+ integrated systems with zero critical data integrity failures at go-live.

Genentech [Consulting Engagement]

Feb 2002 – Mar 2005

Senior IT Business Analyst – GxP Systems & Compliance

South San Francisco, CA

- **Insist on Highest Standards / Dive Deep:** Lead BA for GxP, QMS, and CAPA platform modernization (3,000+ users) under 21 CFR Part 11 — led requirements gathering, functional specifications, training design, UAT coordination, and deployment support. Achieved 100% FDA inspection pass record.
- **Invent & Simplify:** Consolidated seven disparate validated change control systems into a single GMP-validated enterprise platform — reduced fragmentation, clarified approval paths, and strengthened manufacturing traceability.

Robertson Stephens (Investment Bank)

Feb 1999 – Sep 2001

IT Program Manager – Help Desk, Change & Incident Management

San Francisco, CA

- **Ownership / Bias for Action:** Owned Change Advisory Board process — evaluated and approved changes to production infrastructure, defining risk classifications and rollback requirements across regulated financial services IT.
- **Deliver Results:** Built the business case for help desk insourcing, led the transition project, and managed the internalized operation through steady state — reducing ticket resolution time by 50%+.
- Participated in Sev-1 incident bridge calls for changes under CAB approval authority — supported rapid diagnosis and resolution coordination when incidents traced to approved changes.

Bank of America

Feb 1998 – Feb 1999

Trade Floor Systems Engineer

San Francisco, CA

- Maintained mission-critical trading floor infrastructure supporting live trading operations — ensured system availability and rapid issue resolution in a zero-tolerance-for-downtime environment.

Vaccine Advocates (VACTUP)

1995 – 1998

Founder & Executive Director

San Francisco, CA

- While completing B.S. in Health Sciences, founded VACTUP — the first U.S. NGO advocating for HIV vaccine research. Collaborated directly with Dr. Anthony Fauci and Dr. Robert Gallo on national HIV vaccine research and health policy, establishing a foundational commitment to mission-driven, safety-critical work.

EDUCATION, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Education: B.S. Health Sciences — San Francisco State University (1997)

Certifications: AWS Certified Solutions Architect – Associate (Oct 2025) · PMP (2005–2019) · Leading SAFe 6.0 / SAFe PO/PM · Prosci Change Management Practitioner

Professional Development: AWS via Coursera: Cloud Technology Consultant · Cloud Solutions Architect · Cloud Practitioner Essentials · Fundamentals · Generative AI Applications · Google via Coursera: AI Essentials · Prompting Essentials · Data Analytics Professional Certificate · Copenhagen Business School: Strategy & Innovation (Coursera 2025)

Community: SF AIDS Foundation Advisory Board · Founder, HIV Vaccine Advocates (VACTUP)