

William J. Gilleran

Forward Deployed Engineering • AI Products • Platforms
Norfolk, MA
billgilleran.com • [linkedin.com/in/billgilleran](https://www.linkedin.com/in/billgilleran)

Profile

I work where users, production systems, and product decisions meet. A decade in customer-facing technical roles taught me to enter ambiguous environments, find the constraint behind the request, and translate recurring behavior into software, platform capabilities, and product direction. I now build complete AI-native products across TypeScript, Go, data, deployment, and operations.

What I Build

Product Engineering	Forward Deployed	Agentic AI
React / TypeScript Next.js React Native Go Services REST APIs Postgres / Supabase Automated Testing	Technical Discovery Enterprise Delivery Rapid Prototyping Production Debugging Architecture Adoption Strategy Cross-Team Leadership	MCP Tool-Driven Agents RAG & Memory Vision Intake Evaluation Frameworks Prompt & Context Design LLM Operations

Flagship Builds

Bricktelligence — AI-Native Companion

Solo-built product spanning React Native, Next.js, Supabase, agentic AI, vision, subscriptions, and operations. Approximately 140K lines of TypeScript and 85+ migrations; shipped to the App Store in May 2026 from problem definition through production iteration.

The Archivist Stack — Open Source

Extracted the recurring entity, event, lifecycle, ingestion, retrieval, and memory architecture from three products into an Apache-2.0 template. Includes authentication-aware security, ordered migrations, tests, CI, and a deliberate boundary between open mechanism and private calibration.

TechBearing — Operator OS

Private Go and Next.js reference system of approximately 14 services. Converts telemetry, repositories, deployment events, runbooks, and operator input into durable context exposed to agent workflows through MCP over SSE.

Professional Experience

Port | Technical Success Manager | Jul 2025 – Present

Partner with enterprise engineering organizations adopting internal developer platforms. Built API-driven tooling for health scoring and recurring-issue detection; led technical discovery across Kubernetes, CI/CD, identity, APIs, and cloud infrastructure; and translated field evidence into product direction. Contribute to Port's open-source CLI. Increased platform adoption from 7% to 18% for one strategic account, supporting a customer-initiated renewal, and helped another reach 60%.

RapDev | Datadog Engineer | Feb 2022 – Jul 2025

Developed maintained Python automation for repeatable enterprise migrations, integrated observability into production cloud and Kubernetes environments, and diagnosed distributed-system failures across infrastructure, networking, APIs, and telemetry pipelines.

Connected2Fiber | Support Engineer → DevOps Engineer | Jul 2018 – Feb 2022

Progressed from the company's first support engineer into DevOps, building cloud infrastructure, automation, and operational tooling while turning recurring user problems into durable engineering improvements.

LogMeIn | Technical Account Manager | Feb 2017 – Jul 2018

Served as the technical bridge between enterprise customers and engineering teams, translating production problems and business requirements into actionable technical work.

Earlier: Technical Support Representative, LogMeIn • Technical Support Analyst, Bullhorn (2014 – 2017)

Technical Foundation

Ten CNCF certifications plus production experience across platform adoption, observability, automation, and distributed systems.

Software: TypeScript • Python • Go • Next.js • React Native • REST APIs

Platforms: Kubernetes • GitOps • OpenTelemetry • Internal Developer Platforms

Agentic AI: MCP • RAG • Memory • Tool Calling • Evaluation Frameworks

Credentials: 10 CNCF certifications • Google Generative AI Leader • AWS CCP • Azure Fundamentals

Portfolio

billgillera.com/fit/forward-deployed-engineering — product, customer, and architecture evidence

Education

B.A. Communications — Western New England University