

BILLY C. MILLER

Director of Professional Services | Delivery Leader | AI Operations Architect

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EXECUTIVE SUMMARY

Senior technology and delivery executive with 30+ years leading enterprise consulting, AI-powered operations, and complex program portfolios across commercial, federal, and SLED markets. Former Microsoft Director of Professional Services with a 99% client retention rate and direct oversight of an \$80M+ portfolio. Built and led multi-agent AI systems, proprietary CRM platforms, and Microsoft practice infrastructure from the ground up. Consistent record of winning and delivering the work that others struggle to scope: 60%+ annual win rate on federal and commercial pursuits, 20% YoY margin growth, and a 98.5% career client retention rate across 30+ years. Targeting VP and Director-level roles in delivery, operations, and AI-driven technology leadership.

CORE COMPETENCIES

AI Agent Design & Implementation	Consulting Portfolio Management	Business Development & Capture Strategy
Microsoft Practice Development	Enterprise CRM Architecture	Program & Delivery Leadership
Revenue Operations & Sales Transformation	Shipley Methodology & Proposal Management	Change Management & Organizational Design
Multi-Agent LLM Systems (OpenClaw/Hermes)	DoD & Federal Delivery	P&L Ownership & Margin Growth

PROFESSIONAL EXPERIENCE

Managing Partner | BBK Holdings (SalesPipeCRM, OpenClaw, Hermes, BBK OPS Center) *January 2026 - Present*

Pensacola, FL | Multi-Entity Holding Company | AI Infrastructure, CRM SaaS, Microsoft Practice

Following 14 years at Microsoft, launched a portfolio of AI-driven ventures and consulting initiatives. Built three interconnected technology products from the ground up while simultaneously developing a billable Microsoft practice targeting commercial and SLED markets.

SalesPipeCRM - Independent Product & AI Consultant / Founder

- Owned full product strategy and roadmap: defined vision, prioritized features using customer value and effort scoring, and maintained a 3-month rolling roadmap aligned to business KPIs.
- Delivered MVP and iterative releases: translated user stories into prioritized backlog, led sprint planning and release management, and reduced time-to-value for pilot customers.
- Led user research and validation: conducted stakeholder interviews, usability tests, and pilot feedback loops to validate product-market fit and refine feature set.
- Built GTM and pricing strategy: created buyer personas, defined pricing tiers and packaging, developed sales enablement materials, and executed pilot sales outreach.
- Implemented analytics and success metrics: defined OKRs and product KPIs (MRR, churn, activation, time-to-insight), instrumented telemetry, and used data to drive prioritization.
- Benchmarked LLMs and optimized inference costs: ran experiments, A/B tests, and cost modeling to select models and prompt patterns that balanced accuracy and operating cost.
- Automated ops and CI/CD: established deployment pipelines, monitoring, and incident playbooks to support scalable SaaS operations and reduce manual support overhead.

OpenClaw & Hermes - Multi-Agent AI Network Architect

- Designed and deployed OpenClaw, a production multi-agent AI network operating across Discord with named executive function agents (Chief of Staff, CFO, CTO, Personal Assistant, and five specialist roles) each with distinct personas, system prompts, and decision authority.

- Built Hermes, a centralized n8n-based workflow broker on a dedicated VPS, routing tasks between agents, external APIs, and automation pipelines with structured handoff protocols.
- Developed and deployed nine distinct agent system prompts using an eight-element framework covering role identity, business context, capabilities, constraints, output format, tools, decision rules, and tone — establishing a reusable architecture for enterprise AI agent deployment.
- Integrated agents with Slack, Gmail, Google Calendar, and Composio for live operational use including daily Microsoft Practice Intelligence Briefs, trading summaries, and task dispatch via LLM-evaluated cron jobs.
- Implemented model routing strategy across Anthropic (Sonnet, Haiku, Opus), OpenAI (GPT-4o), OpenRouter, and local Ollama inference (Llama 3.2) optimizing for cost, latency, and capability per agent role.
- Built Reddit and web monitoring pipelines with LLM-scored relevance filtering, Postgres persistence, and automated content surfacing for competitive intelligence workflows.

BBK OPS Center - Full-Stack Operations Platform

- Architected and built a custom Express/TypeScript and React/Vite/Tailwind operations center providing unified visibility across all BBK entities, task management, and agent dispatch infrastructure.
- Designed and implemented a Postgres-backed Task Kanban Board with drag-and-drop UI, LLM-powered task evaluation via local Ollama inference, and automated agent dispatch through n8n webhooks.
- Established VPS infrastructure across Hostinger with Tailscale-secured SSH, Docker-based service isolation, GitHub CLI automation, and production-grade deployment workflows.

Microsoft Practice (BBK) - Billable Consulting

- Developing a Microsoft-focused consulting practice targeting commercial and SLED markets as an implementation partner, staffing provider, and managed services firm.
- Delivering daily Microsoft Practice Intelligence Briefs via AI agent pipeline, tracking partner ecosystem changes, licensing updates, and market opportunities.

Director, Professional Services | Microsoft

October 2022 - January 2026

Remote | Enterprise & Federal Consulting Delivery

- Directed an \$80M+ consulting portfolio spanning enterprise and federal engagements with 99% client retention across tenure.
- Grew practice margin 20% YoY through delivery efficiency, vendor cost discipline, and strategic resource allocation.
- Deployed AI and Copilot solutions across six DoD Commands, achieving 40% reduction in manual reporting cycles and establishing repeatable federal AI delivery playbooks.
- Built and led an AI enablement program for 115 consultants, driving 23% utilization increase and top-box CSAT scores.
- Reduced delivery variance 20% through standardized program management frameworks and portfolio-level risk governance.
- Supported pursuit of a \$600M+ State and Local Government engagement, contributing to capture strategy, executive relationships, and solution positioning.

Capture Manager / Principal Delivery Pursuit Lead | Microsoft

August 2016 - October 2022

Remote | Federal & Commercial Business Development

- Achieved 60%+ annual win rate on federal and commercial pursuits through disciplined capture methodology, pre-RFP relationship development, and structured bid/no-bid discipline.
- Cut pursuit cycle time 25% by developing and deploying standardized capture playbooks across the pursuit team.
- Led capture strategy for multi-year federal and commercial engagements, managing stakeholder relationships from early opportunity identification through award.
- Developed competitive intelligence frameworks and win strategy documentation that became standard practice across the pursuit organization.

Principal Program Manager | Microsoft

March 2012 - August 2016

Remote | Enterprise Program Delivery

- Maintained 98.5% client retention across a portfolio of enterprise program engagements.
- Generated \$1M in incremental sales from existing Public Sector accounts through relationship expansion and solution positioning.
- Reduced project overruns 20% by implementing structured risk management, milestone governance, and escalation protocols.
- Served as primary client executive contact for strategic accounts, managing C-level relationships and delivery accountability simultaneously.

Earlier Experience | Motorola Solutions / TASC / Litton Industries

Prior to 2012

- Led delivery teams of up to 170+ consultants globally across defense, government, and commercial technology programs.
- Maintained 99% client retention at Motorola Solutions and TASC across program and release management roles.
- Reduced vendor costs 12% through contract renegotiation and supplier consolidation.
- Earned Rain-Maker Entrepreneurial Excellence Award (TASC), President's Award for Team Excellence (Litton), and Special Achievement for Team Excellence (Litton).

EDUCATION

M.S., Computer Science University of West Florida	<i>1996</i>
B.S., Computer Science University of Southern Mississippi	<i>1988</i>
A.A.S., Data Processing Pearl River Junior College	<i>1986</i>

CERTIFICATIONS & CLEARANCE

Project Management Professional (PMP)	Certified ScrumMaster (CSM)
Prosci Certified Change Practitioner	Microsoft Azure Fundamentals (AZ-900)
Microsoft AI Fundamentals (AI-900)	CompTIA Security+
ITIL v3	DoD Clearance: Top Secret (Active)

RECOGNITION & AWARDS

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- Peak Performer Award — Microsoft
 - Bravo Award — Motorola Solutions
 - Rain-Maker Entrepreneurial Excellence Award — TASC
 - President's Award for Team Excellence — Litton
 - Special Achievement for Team Excellence — Litton