

Mitchell Williams

AI GOVERNANCE PROGRAMS · APPROVALS AND GATING FRAMEWORKS · MULTI-AGENT OPERATIONS

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SUMMARY

I build and run governance programs for technical organizations: the gates, intake cadences, and source-of-truth frameworks that move cross-org mandates from stalled to approved. The arc runs journalist to communications and content strategist to applied-AI builder; a live rundown is a program plan with zero slack, and sixteen years of newsroom and Google deadlines built that discipline.

Eight years at Google, the last two at Cross-Google Engineering (xGE), the horizontal org driving technical change across Google: the approvals governance gate, the intake prioritization sequencing a concurrent-mandate portfolio, the senior-IC program cadence, and production AI agents, including a digital twin measured at about a 70% cut in VP review cycles.

Outside work, I operate an autonomous agent fleet: about 50 scheduled agents under a unified spend cap, with QA gates and a live operations dashboard.

FIT FOR AI GOVERNANCE AND COMMUNICATIONS PROGRAMS

- **Run a governance gate:** Owned xGE's governance and gating framework for cross-org technical mandates: intake prioritization across concurrent mandates, named mandates driven to approval; structurally the work of source-of-truth tracking, report pipelines, and cross-functional coordination.
- **Write quickly and clearly at senior altitude:** Executive communications for then-CIO Ben Fried; xGE's three-tier operating model for a 1,000+ senior-engineer community.
- **Manage a concurrent portfolio in ambiguity:** Approvals intake portfolio plus a standing delivery calendar: annual summit, quarterly forums, newsletters, xGE Connects, and the roadmap-shaping annual survey.

EXPERIENCE

Internal Communications Lead

Google · Cross-Google Engineering (xGE) | June 2024 – Present

Communications lead and program manager for xGE.

Executive-communications digital twin (Gemini)

- **Problem:** A VP's high-stakes communications needed to ship fast in a consistent voice.
- **Action:** Built and deployed a Gemini agent with a codified voice "Constitution" and banned-phrase verification checklist.
- **Impact:** Cut review back-and-forth with the VP by about 70%.

Approvals governance gate

- **Problem:** Cross-org technical mandates stalled without a governance and gating framework.
- **Action:** Authored the Approvals User Guide (v3), Approvals Matrix, and Roles & Responsibilities framework; ran the recurring intake-prioritization meetings sequencing concurrent mandates; scoped workflow automation (built by partner engineering).
- **Impact:** Drove named mandates (Keystore Rotation, Memory Safety TRR) through to approval.

Communications operating model and senior-IC program cadence

- **Problem:** The community needed a communications system, not ad hoc sends.
- **Action:** Designed the three-tier operating model; ran xGE Connects, the peer-led speaker series, and the annual survey that shapes the community's roadmap.
- **Impact:** One operating rhythm: annual summit (600+ attendees), quarterly forums (300+ each), quarterly newsletters; Q1-2026 Connects sessions drew record attendance.

MEJ (My Engineering Journey), AI mentorship-matching agent

- **Problem:** Manual mentorship matching ran ~3 hours per match and capped capacity.
- **Action:** Architected and prototyped the agent as lead PM and architect: Python matching engine, Gemini prompt-chaining, security guardrails.
- **Impact:** Designed to cut per-match time to ~20 minutes and lift half-year capacity from ~15 to 50 matches.

Communications-triage agent (Apps Script + Gemini)

- **Problem:** High-volume comms intake consumed operator hours on low-complexity requests.

- **Action:** Built a three-prompt pipeline (triage, revise, escalate) with conditional knowledge-base loading.
- **Impact:** Designed to auto-handle roughly 55% of inbound (est.); handed off with a full operator runbook.

Senior Communications & Content Strategist

Google · Corporate Engineering (TechStop) | April 2018 – June 2024

Communications and content for Google's internal IT org and TechStop.

Executive communications for the CIO

- **Problem:** Corporate Engineering's technical priorities needed a leadership voice.
- **Action:** Wrote executive communications for then-CIO Ben Fried.
- **Impact:** Leadership narrative shipped under the CIO's name.

Q1-2020 global remote-work shift

- **Problem:** Google's workforce went remote in a single quarter.
- **Action:** Directed the communications, content, and logistics-support strategy for the shift.
- **Impact:** 80% increase in global self-provisioning efficiency the following quarter.

Day-One technical onboarding overhaul

- **Problem:** Live orientation did not scale to Google's hiring volume.
- **Action:** Rebuilt Day-One orientation into a self-service curriculum.
- **Impact:** 75,000+ new hires onboarded at 88% CSAT.

EARLIER CAREER: LIVE NATIONAL NEWS (2010 – 2018)

- **Fusion (ABC News / Univision), Senior Producer, "America With Jorge Ramos" (2013 – 2015):** Owned daily line-production on the primetime flagship through a 179% viewership-growth window (40M households).
- **AJ+, Senior Producer (2016 – 2018):** Led 10+ producers; designed a day-of explainer line (proof-of-concept: 50M+ views) that doubled as a talent pipeline.
- **CNN, Writer / Producer, "New Day":** Morning-show segments through the 2016 election cycle.
- **HuffPost Live, Segment Producer (2012 – 2013):** Produced through the award-winning launch era (Mashable 2012; Webby 2013).
- **Al Jazeera English "The Stream" · CCTV America (2010 – 2012):** Founding-team Associate Producer; launch night (250M households) pivoted the full program to the bin Laden raid.

PROJECTS

Repos public at github.com/mitwilli-create.

career-ops · Forked and extended an open-source job-search pipeline into a multi-agent, cost-governed autonomous system: multi-LLM council with adjudication, regression-guard and bug-resolver pipeline, MCP servers, about 50 scheduled agents, live operations dashboard. CI-green and test-covered.

tax-verification-agent · Citation-gated verification over a four-layer IRS knowledge base on Claude; caught a ~\$19K multi-state error that filing software pre-filled and defended as correct.

EDUCATION

BA, Journalism | Indiana University Bloomington

CERTIFICATIONS

AI Fluency · Claude 101 · Agent Skills · Model Context Protocol · Skill Builder (Opus cohort) | Anthropic | 2026

SKILLS

Program, Governance & Communications: governance gates and approvals frameworks, intake and prioritization, portfolio management, dependency and cross-functional coordination, survey-shaped roadmaps, metrics design, stakeholder management, AI enablement and adoption, internal-comms strategy at engineering scale, executive communications, governance communications, change-management narrative design.

AI / Agents: multi-agent systems (council-of-models), LLM orchestration, agent design (Apps Script + Gemini, Node.js), Model Context Protocol (MCP), Claude Code skills, eval and regression infrastructure, observability, prompt engineering.