

Mitchell Williams

DEVELOPER EDUCATION · APPLIED-AI BUILDING · EXPLANATION UNDER CONSTRAINT

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SUMMARY

Applied-AI builder who teaches by shipping: I publish working agent pipelines with the receipts, then write the operator runbook so someone else can run them. The public builds are at github.com/mitwilli-create: broll-pipeline, voice-os, tax-verification-agent, comms-triage-agent, and monolith.

Eight years at Google turning complex technical work into training, documentation, and community that get people to adopt it. The last two designing and running the internal technical-education programs for the company's 1,000+ most senior engineers and building two production LLM agents solo, one of which cut a VP's executive-comms review cycle by about 70% (a figure I measured myself). Six years earlier I overhauled Day-One technical onboarding into a self-service curriculum for 75,000+ new hires at 88% CSAT.

Before Google, a decade of live national news, where explaining complex systems to a skeptical audience under deadline was the whole job.

PROJECTS

broll-pipeline · Seven-stage AI video pipeline on the ElevenLabs stack: script in, produced and captioned short out. The repo README is the build walkthrough: quick-start in mock or live mode, a staged pipeline diagram, the full cost model, and a week-long adoption plan. Public at github.com/mitwilli-create/broll-pipeline.

voice-os · Six-axis voice scoring, dual-persona routing, and QA gates calibrated on a multi-million-word corpus; codified voice "Constitution" plus banned-phrase checker.

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.

monolith · TypeScript agent built on hard guarantees: deterministic constraint gates that return `INSUFFICIENT_DATA` instead of guessing.

career-ops · Multi-agent system running my job search daily: multi-LLM council-of-models with adjudication, custom Claude Code skills and MCP servers, about 50 scheduled agents, live dashboard under a unified spend cap. CI-green; public release in progress.

HIGHLIGHTS

- **Design and run technical education programs.** Built and ran xGE Connects end to end: the internal peer-led series where Google's senior engineers teach the tier below, survey to stage.
- **Write the runbook for everything you ship.** The xGE comms-triage agent shipped with a full operator runbook (prompt architecture, knowledge-base loading rules, escalation paths, failure modes) written for a non-builder operator.
- **Speak the builder's language.** Custom Claude Code skills and MCP servers in career-ops, running Node.js against the Greenhouse, Ashby, and Lever APIs; Anthropic-certified across AI Fluency, Agent Skills, Model Context Protocol, and the Skill Builder Opus cohort.

EXPERIENCE

Internal Communications Lead

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

Communications lead and program manager for the internal org driving technical change across Google; served its 1,000+ Principal, Distinguished, and Fellow engineers, owning the annual summit (600+ attendees), quarterly forums (300+ each), and the senior-engineering newsletters.

xGE Connects, peer-led technical workshop series

- **Problem:** Senior engineers distrust top-down training; expertise was not reaching the tier below.

- **Action:** Designed and ran the peer-led series end to end, plus the annual survey that shapes the community's roadmap.
- **Impact:** Q1-2026 sessions, hosted by Google DeepMind engineers, drew record attendance.

Executive-comms agent that drafts in a VP's voice

- **Problem:** High-stakes VP communications needed to ship fast in a consistent voice.
- **Action:** Built a Gemini agent loaded with a codified voice "Constitution" plus a banned-phrase verification checklist.
- **Impact:** Review back-and-forth with the VP down about 70%.

Communications-triage agent (Apps Script + Gemini)

- **Problem:** Senior-IC comms intake consumed operator hours on low-complexity requests.
- **Action:** Built and deployed an autonomous three-prompt pipeline (triage, revise, escalate) with conditional knowledge-base loading and tiered routing.
- **Impact:** Designed to auto-handle roughly 55% of inbound requests without escalation (est.); documented end-to-end and handed off with a full operator runbook.

Senior Communications & Content Strategist

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

Owned documentation, self-help articles, and onboarding content for Google's internal IT org and its global help desk (TechStop), for a global, mixed-technical audience.

Day-One technical onboarding overhaul

- **Problem:** Live instructor-led technical orientation could not keep up with Google's hiring pace.
- **Action:** Rebuilt it into a self-service curriculum a new hire could complete without a facilitator.
- **Impact:** Delivered to 75,000+ new hires at an 88% CSAT score.

2023 self-help content audit

- **Problem:** Engineers opened help-desk tickets for problems the documentation should have solved.
- **Action:** Audited the self-help content corpus and rewrote the highest-traffic, lowest-solve articles.
- **Impact:** Lifted self-service solvability 9.03%, roughly 10,670 fewer tickets per year.

EARLIER CAREER: LIVE NATIONAL NEWS (2010 – 2018)

The engine of live news is the engine of developer education: complex systems explained under constraint, to a skeptical audience, with no room for hand-waving.

- **AJ+, Senior Producer (2016 – 2018):** Led 10+ producers; designed a day-of explainer production line (proof-of-concept: 50M+ views); coached three producers into on-camera principals with Emmy and Webby wins.
- **Fusion (ABC News / Univision), Senior Producer, "America With Jorge Ramos" (2013 – 2015):** Owned daily line-production on the primetime flagship through 179% viewership growth.
- **HuffPost Live, Segment Producer (2012 – 2013):** Produced through the award-winning launch era (Mashable "Biggest Innovation in Media," 2012; Webby, 2013).
- **Al Jazeera English "The Stream" · CCTV America (2010 – 2012):** Founding-team Associate Producer on the network's social-first live show; launch night reached 250M households.

EDUCATION

BA, Journalism | Indiana University Bloomington

CERTIFICATIONS

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

SKILLS

AI / Agents: LLM orchestration, multi-agent systems, Model Context Protocol (MCP), Claude Code skills, agent design (Apps Script + Gemini, Node.js), prompt engineering.

Education & Build: onboarding curriculum design, peer-led workshops, operator runbooks; JavaScript / Node.js, TypeScript, Apps Script, Playwright, Claude Code / MCP, Gemini API, RAG + vector stores, LangGraph / LangChain, Python.