William Boso (Brent)

Annapolis, MD · williambosoeq@yahoo.com
linkedin.com/in/brent-boso-787165133 · brentboso.com

PROFESSIONAL SUMMARY

Operations leader with 18+ years of operations and service leadership, including 7+ years leading live operations for Bethesda.net, the 24x7x365 platform behind Bethesda's video games and millions of players. Promoted three times to Associate Director, Live Operations, with a seat on the platform's leadership team and a multi-million-dollar budget.

Builds operating models that turn outcomes into measurable business value: clear service ownership, KPIs and OKRs tied to customer impact, and systems that keep improving long after a launch. Drives AI operations as a standing capability, using agentic workflows to lift performance across incident response, quality and reporting while keeping human judgment where it counts.

A people-oriented leader who builds teams around fit, so the right people own the right work and stay. Experienced in service delivery, incident and problem management, ITIL and Jira Service Management, and in-house, outsourced and hybrid delivery models.

CORE SKILLS

Technical Operations and Service Management: ITIL v3 Foundation · Incident, Problem, Change, Release and Event Management · Network Operations Center (NOC) · Service desk and tier 1 / tier 2 operating models · Major incident command · Incident commander · Technical bridge calls · Sev-0 through Sev-2 · Root Cause Analysis · Major Incident Review · SLA and OLA ownership · CAB · Runbooks · Continual Service Improvement

Platforms, Monitoring and Observability: New Relic · Grafana · Datadog · Prometheus · CheckMK · PagerDuty · Opsgenie · Splunk · Jira · Jira Service Management · Confluence · Windows Server · Virtualized environments including vCenter (oversight) · AWS and CloudWatch (incident response) · ~1,000-device monitored network estate · SQL · JQL · NRQL

Automation and AI Engineering: Agentic workflow development (Microsoft Copilot front end, Claude back end) · AI Engineering as an owned, roadmapped service · Automated runbooks and alert-driven remediation · Scheduled and automated job execution with failure response · Automated quality assurance and incident communications with human review · Deployment pipeline automation

Leadership, Vendor and Program Management: Organizational design and service-ownership models · Managing managers and senior individual contributors · Succession and bench planning · Training-system design · Coaching incident commanders · Vendor selection, contract structuring and managed-services oversight · Budget ownership · KPI and OKR design · Agile, Kanban and Waterfall · Executive communication · Cross-functional influence without authority

PROFESSIONAL EXPERIENCE

ZeniMax | Bethesda.net *Rockville, MD · Video game publishing*
Feb 2019 – Jul 2026 · Promoted three times · Role eliminated in Microsoft's 2026 company-wide reduction

Associate Director, Live Operations *Jul 2024 – Jul 2026*
Led the live operations organization for Bethesda.net, serving 7 partner studios and millions of players: about 25 people across three functions through three managers, including 12 outsourced staff. Helped set platform direction as one of a six-person leadership team alongside production, product and engineering.

- Sorted undifferentiated workload into a ten-service ITSM portfolio — Incident, Service, Event and Release Management, Observability, Data Analytics, AI Engineering, Account Provisioning, and anti-cheat Threat Intelligence and Reverse Engineering — and staffed a named accountable owner behind each service.
- Helped drive incident detection from 20% to 80%, first touch resolution from 55% to 85%, and change success rate (incident-free) from 92% to over 99%, with 97%+ of incidents resolved within MTTR target.

- Deployed AI agent and agentic workflows across three layers of operational process, saving 1,250 hours annually, and moved ticket quality assurance from a sampled review to 100% of the population.
- Owned the Operating Level Agreement governing platform availability to studio customers, designed the KPIs and OKRs the organization was held accountable to, and ran a formal succession and bench-planning process.

Network Operations Center Manager *Jul 2022 – Jul 2024*
Redesigned the operating model around clear service ownership, measurable performance and a sourcing mix built to scale.

- Led the 2024 transition to outsourced staffing, taking headcount from 15 to 6 FTEs while improving KPI and OKR performance, and reduced operational costs by 60% through vendor selection, contract structuring and day-to-day oversight.
- Owned continuous improvement across six ITSM workflows: event, incident, service, account provisioning, problem, and continuous improvement management.
- Defined and tracked service metrics across 3 service teams and 15+ KPIs; directed change communications to 500+ individuals across 7 partner studios through a disruptive transition without service interruption.

Network Operations Center Lead *Feb 2019 – Jul 2022*
Led front-line incident response and day-to-day relationships with 7 partner studios, working with 100+ studio contacts each month.

- Hands-on incident lead on a team handling 30+ incidents daily; helped drive platform-wide incident volume down to a sub-5 daily average over a seven-year tenure.
- Served as incident commander on technical bridge calls, coordinating response during platform-wide events from single-service degradation through full outage, across a ~1,000-device monitored estate.
- Built and led a multi-month, end-to-end training system from scratch — still in use organization-wide today.

EARLIER CAREER — OPERATIONS LEADERSHIP

Chick-fil-A *2008 – Feb 2019*
Director of Training. Helped run an ~80-person operation doing ~$8M in annual sales with shared P&L, labor and scheduling ownership; led a 10-person training team that trained hundreds of staff. Unit ranked top 50 nationally in sales and satisfaction.

CERTIFICATIONS AND EDUCATION

ITIL v3 Foundation — PeopleCert, 2019.
Work authorization — U.S. citizen.
Anne Arundel Community College — Coursework toward an Associate of Arts, Journalism (2008–2011).
Published author — Leadership: The 5 Fundamentals for Restaurant Managers (2014), ISBN 9781500723880.