

BILL PACHECO

Raynham, MA 02767

www.linkedin.com/in/bill-pacheco/

508.250.9340

openuntil8@gmail.com

TEACHING EXPERIENCE

BABSON COLLEGE Wellsley, MA

Assistant Professor of Practice

2024 to Present

Develop & deliver course content for Design Thinking, Innovation, Project Management and Operations

- Project Management (OIM 3509) FL24, SP25, FL25, SP26
- DTOF (MSM 6120) FL24, FL25, FL26
- LEAP (MSM 6120) SP25
- Innovation Processes (OIM9521) SP25, FL26
- Operations Management (TOM2001) SP25, FL25, SP26

HARVARD UNIVERSITY Cambridge, MA

Course Instructor – Professional & Executive Development

2024 to Present

Develop & deliver short-term course content in AI driven product development and Product Management

- Product Management: From Design to Launch – Oct. 2025, March 2026
- AI Product Development: From Idea to Market in Half the Time – July 2026
- Custom course design for Amazon Freight – April 2026

HASSO PLATTNER INSTITUTE OF DESIGN AT STANFORD, Palo Alto, CA

Executive Education Workshop Coach

2013 to Present

Member of a world class team of coaches that lead 4-day, quarterly workshops for executives from many global organizations

- Coach and inspire small team of participants through the 5 stages of the design thinking process
- Activities include modelling and coaching key behaviors, debriefs and supporting executives as they apply learnings upon their return
- Serve as key collaborator for experimental programs
- Lead designer for their online experience during Covid
- Participated in over 50 workshops utilizing project partners such as JetBlue, Hyatt, GM & Eisai

TRINITY COLLEGE, Hartford, CT

Innovation and Design Thinking Senior Fellow

2018 to 2024

Content creator and lead instructor for a unique, recurring 25d post grad program that builds capability for Business Analysts from Infosys.

- Led team of Trinity faculty and external educators to identify content & define programming that enables B.A.'s to thrive in the digital transformation space and serve clients better
- Program is targeted at an MBA/Exec Ed level & focuses on innovation, critical thinking, business analysis, communications, and leadership
- Lead instructor for design thinking, new product development, project management, tech & policy, and the capstone project. Trained 23 Cohorts to date ~ 650 professionals.

TEACHING EXPERIENCE (CONTINUED)**BOSTON UNIVERSITY QUESTROM SCHOOL OF BUSINESS, Boston, MA****Adjunct Professor****2015 to 2023***Develop & deliver course content for Product Development & Management, Project Management & Operations Management*

- Project Management (OM 855) SM16, SM17, FL2019, FL21, SP22
- Product Design & Development (OM 880) FL15, FL16, FL23
- Operations Management (OM726) SP23, SP24

UNIVERSITY OF LJUBLJANA, FACULTY OF ECONOMICS, Ljubljana, Slovenia**Adjunct Professor****2020 to 2023**

- For their MBA program, I co-created an immersive intensive that runs Professionals through a creative problem-solving process utilizing a hands-on & guided approach to creating innovative solutions
- For their International Master Program (IMB), I co-created an intensive focused on building entrepreneurial capabilities & mindsets
- MBA; Summer 2023, 2020, Spring 2022, 2021 -- IMB; Summer 2023, 2020, Spring 2022, 2021

EXPERIENCE INSTITUTE, Chicago, IL**Facilitator****2022 to 2023***Experience Institute workshops are built around real-world application and broke down into meaningful sprints, a clear learning goal, and a project that will bring the lessons to life*

- Facilitator for their Design Thinking, Storytelling, Future(s) Casting & Business Modelling offerings
 - Provide recommendations for higher engagement & better connections to work
-

PROFESSIONAL EXPERIENCE**OPEN UNTIL 8, LLC Raynham, MA****Founder & CEO****2018 to Present***Helping companies innovate & be more adaptable*

- Partner with leaders to solve complex challenges and deeply understand their customers
- Accelerate learning by facilitating multi-day innovation workshops and follow-up services
- Leverage internal subject matter experts for high engagement and change adoption
- Provide qualitative, quantitative and competitor landscape services
- Clients include Pathward, AssetMark, Tet, Emprise Bank, Trinity College, Voya & more!

KEURIG DR. PEPPER, Burlington, MA**Senior Director of Consumer Design****2017 to 2018***Stood up a center of excellence in design to position Keurig as the leader and routine innovator in the market. Set vision and provided leadership, management, and budget responsibilities*

- Built competence and capacity through an internal/external design operating model. Hired internal team and selected design agencies to support ID, UI/UX, Design Research and Adv. Eng. activities
- Enabled an attribute leadership strategy. Defined methodology, tools, and process to lead in aesthetics, craftsmanship, ease of use and performance attributes
- Activated innovation through co-leading a squad focused on growth territories. Led several projects that explored adjacent markets, built up idea funnels and product pipelines
- Established a consumer centered design culture by training and promoting design thinking processes

PROFESSIONAL EXPERIENCE (CONTINUED)**CYBEX INTERNATIONAL, Medway, MA****Director of Engineering and Product Design****2010 to 2017**

Developed vision, roadmaps and product definition for fitness equipment and connected (UX) services. Provided engineering leadership for a 25-person software, electrical, mechanical and test engineering team

- Led 3rd-party Industrial Design, UX teams and supply chain partners (US and International) that widened innovation potential and got to market faster
- Served as subject matter expert in the Design Thinking Methodology. Introduced and trained across the corporation
- Got to market with several physical and digital products that added value across a broad range of stakeholders within the gym eco-system
- Helped gain consensus with product direction by facilitating discussions with core stakeholders by examining topics such as visual brand language (VBL), form vs. function and overall value proposition

Director of Engineering**2005 to 2010**

Executed product strategy with cross-functional development responsibility from concept through launch

- Collaborated with development managers to plan releases and make scope versus timeline decisions
- Managed alpha, beta, and pilot release process, ensuring product stability and usability
- Led or participated in competitive reviews and tear down analysis.
- Collaborated with domestic and international suppliers on component and assembly design.

Manager of Mechanical Engineering**2001 to 2005**

Executed product strategy for the mechanical and test engineering functions

- Budget, resource planning and talent development responsibilities
- Led the cross-functional development projects and balanced both creativity and rigor to delivery compelling products to the market
- Pioneered concurrent engineering efforts to design for manufacturing and supply chain optimizations early in the development cycle

Manager of Manufacturing Engineering**1992 to 2001**

Developed operational and quality strategies for the Medway, MA plant

- Introduced several lean manufacturing methods to the company resulting in the doubling of output with no increase in workforce size.
- Lean initiatives include establishing one piece flow in assembly, cellular manufacturing, SMED, Poka-Yoke tooling, standardized work plans and 5s+1.
- QA responsibilities including supplier performance, product audits and component inspection.

Lab Engineer**1990 to 1992**

Developed and executed lab tests for the product development functions

TILLOTSON RUBBER COMPANY, Fall River, MA**Process Engineer****1989 to 1990**

Evaluated processes and designed production equipment

- Designed a machine that integrated into the surgical glove process line to automatically roll the bead at the end of the glove. This resulted in less labor, more consistent quality and a reduction in carpal tunnel safety incidents.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Science, Mechanical Engineering, University of Massachusetts-Dartmouth - 1989

Leading Innovation - Harvard Business School Exec Ed - 2007

New Product Design - MIT Sloan School of Management - 2008

Certified Design Thinking Facilitator - Hasso Plattner Institute of Design at Stanford - 2013

Digital Transformation: Leading People, Data & Technology - Berkeley-Haas - 2018

Product Experimentation Sprint - Section 4 - 2021

Designing High Impact Solutions - MIT design - 2022

Teaching with Cases: Engage, Energize, and Challenge Your Students - Harvard Business Publishing -2023

AI Product Management 101 & Certification - Maven - 2025

AI Product Management Bootcamp & Certification by AI Product Academy - Maven - 2025

Advanced AI Product Leadership Certification - Maven - 2025

AI Competency - Mindstone - 2025

Design for Social Impact - Hasso Plattner Institute of Design at Stanford – 2025

PATENTS

Handle US USD625372 S1 Issued Oct 12, 2010

Console for exercise apparatus W020131172855A1 | Publication November 11, 2021

Display screen or portion thereof with graphical user D921012S1 | Publication June 1, 2021

Display screen with graphical user interface D915,425S1 | Publication June 4, 2021