

ROBERT J. FLOYD

Founder & CEO | Eikon Digital Solutions | BOSNet

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Enterprise systems builder with 25+ years of experience implementing complex workflows across financial services, healthcare, insurance, and government operations. Founded Eikon Digital Solutions to build BOSNet—universal governance infrastructure that makes AI automation possible in regulated industries. Creator of the BOSGov MCP governance protocol and the Bounded Open Safety Standard (BOSS) framework. Proven track record delivering platform architecture, multi-tenant systems, and digital transformation at scale for organizations from startups to billion-dollar enterprises.

CORE COMPETENCIES

- AI Governance & Safety Architecture
- Multi-Agent Orchestration (MCP)
- Platform & Product Architecture
- Constitutional Governance Frameworks
- Regulatory Compliance Automation
- Multi-Tenant Enterprise Platforms
- Digital Strategy & Transformation
- Cross-Functional Team Leadership
- MarTech & Automation Ecosystems
- UX/UI Design & Web Architecture

PROFESSIONAL EXPERIENCE

Owner & CEO / Founder, BOSNet

Eikon Digital Solutions, LLC | Kansas City, MO | 2019–Present

- Founded and lead an AI consulting firm building BOSNet—universal governance infrastructure that enables AI automation in regulated industries.
- Designed and built the BOSGov MCP (Model Context Protocol) server, providing governance-first orchestration for multi-agent AI workflows with constitutional compliance and full audit trails.
- Created the Bounded Open Safety Standard (BOSS) framework, establishing open-source governance primitives for bounded, auditable AI decision-making.
- Architected conversational workflow orchestration enabling natural language to governed execution pipelines across financial services, healthcare, and insurance verticals.
- Built vector-embedded knowledge base systems and automated R&D pipelines for enterprise clients, supporting AI-ready content governance and institutional knowledge management.
- Delivered custom web development, e-commerce, LMS, and marketing automation solutions for clients across education, nonprofit, reclaimed materials, and food service industries.
- Developing vertical governance solutions: payment gateway orchestration, HIPAA-compliant enrollment automation, audit-ready RFP generation, and clinical workflow governance.

Senior Director, Sales & Marketing Operations and Platform Engineer

AmeriLife Benefits (WorkSite Benefits Company) | Overland Park, KS & Hammond, LA | 2021–2025

- Built and managed a multi-tenant enrollment communications platform serving 1,000+ employer groups and 110,000+ employees across schools, municipalities, healthcare, and retail sectors.
- Led strategic marketing, digital operations, and creative development across five affiliated brands and two locations.
- Designed and developed a data-driven, AI-powered decision tree tool for benefits plan education—built in WordPress with JetEngine, JetFormBuilder, and AJAX.
- Architected platform capabilities including CRM orchestration, automated eligibility data feeds, consolidated billing at participant level, and HIPAA-compliant communications workflows.
- Implemented Digital Asset Management system centralizing marketing and operational assets with version control, metadata tagging, and cross-team collaboration.
- Deployed Twilio-based SMS automation for enrollment notifications, opt-in compliance, and performance tracking.

- Modernized internal content publishing by eliminating legacy file storage and introducing metadata-driven workflows for rapid updates.

Marketing Manager

CFD Investments, Inc. | Kokomo, IN | 2020–2021

- Executed digital-first marketing strategy supporting financial professionals during rapid pandemic-driven operational shifts.
- Managed conference communications and designed marketing materials for remote delivery across digital and print channels.

Director of Technology and Platform Manager

Teach Preschool, LLC | Noblesville, IN | 2017–2019

- Built complete digital platform for online education startup serving early childhood educators globally—1.5M Facebook followers, 1M+ monthly pageviews.
- Architected multi-tier subscription platform with LMS, CRM, Stripe payment processing, event registration, and marketing automation.
- Enabled founder to scale from educator to national keynote speaker by building infrastructure supporting global professional development delivery.

Director of Digital Marketing

CNO Financial Group (Bankers Life, Washington National Insurance) | Carmel, IN | 2013–2017

- Led enterprise digital transformation across customer-facing and agent-facing platforms for multi-billion-dollar insurance and financial services organization.
- Managed five-person team spanning UX, social, analytics, and design; delivered BankersLife.com full redesign on time and on budget.
- Launched award-winning customer and agent portals with robust UX and cross-functional governance; led national Hearsay Social rollout for agent enablement.
- Operated within complex regulatory environment including state insurance regulations, NAIC standards, and policyholder data governance.

EARLIER CAREER

Web Experience Architect — National Government Services (CMS Contractor) | 2008–2012

Led enterprise web platform migration and Section 508 accessibility remediation of 20,000+ documents for Medicare/Medicaid contractor serving millions of beneficiaries.

UI/UX Designer — Fusion Alliance | 2013

Enterprise UX design for Fortune 500 clients including ExactTarget (now Salesforce Marketing Cloud).

Senior Designer & Creative Lead — PricewaterhouseCoopers, BSI Consulting, and others | 1989–2008

20-year career spanning print design, early web development, and creative leadership. Key design lead on \$7M+ Entergy client win at PwC. Managed 9-person creative team at BSI Consulting. Delivered corporate design for Interactive Intelligence, Australian Gold, Brady Games, and Air Routing International.

TECHNICAL SKILLS

AI & Governance: BOSNet Platform Architecture, BOSGov MCP, BOSS Framework, Multi-Agent Orchestration, Vector Embeddings, Supabase, Claude API, Model Context Protocol (MCP)

Development: JavaScript/Node.js, Python, HTML/CSS, React, WordPress, WooCommerce, Elementor Pro, JetEngine, Crocoblock, VS Code, Claude Code CLI

Platforms & Cloud: Supabase, Vercel, Cloudflare, Stripe, Twilio, ActiveCampaign, Salesforce Marketing Cloud, Broadridge MRC

Design & Creative: Photoshop, Illustrator, InDesign, Premiere Pro, Figma, UX/UI Design, Digital Asset Management

Domain Expertise: HIPAA Compliance, Insurance Regulation, Financial Services, Government Contracting, Section 508 Accessibility, WCAG Standards

EDUCATION

Southwest Baptist University — Commercial Design

Wabash College — Art History