

NICHOLAS KRYM

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SENIOR INFORMATION TECHNOLOGY PROFESSIONAL

PROFESSIONAL PROFILE

- Senior IT executive with over 25 years of experience in delivering software products, running technology operations, and implementing mission critical systems to drive revenue, efficiency, and market share.
- Innovative technology and product leader with history of success in bringing to the market state of the art systems, products and capabilities that result in commercial success and exceptional ROI.
- Pragmatic hands-on people manager with demonstrated ability to build and lead top performance organizations, to overcome challenges of rapid growth, and to inspire teams to achieve beyond expectations.

AREAS OF EXPERTISE

- Product Management, UI/UX
- System Architecture & Design
- Development, QA, & DevOps
- 5 to 150+ Team Leadership
- Corporate & Startup Culture
- Large Scale SaaS and COTS Systems
- Big Data, ETL, Machine Learning, BI
- System Integration, APIs, Mobile
- Agile and Waterfall Methodologies
- IT Infrastructure, Security, DR & BC
- Distributed Teams
- Strategic Planning
- Budgets & Roadmaps
- Program Management
- Vendor Management

CAREER HISTORY AND SELECTED ACHIEVEMENTS

2014–Current, Change Healthcare (Emdeon / McKesson), VP of Engineering, Payment Integrity

As a head of IT for a \$125MM division of the company lead a distributed product and technology team responsible for a large portfolio of internal and customer facing systems. Dramatically improved productivity of IT organization, ROI in IT, and customer satisfaction. Some of my achievements in this role include:

- Significantly improved availability and performance of legacy systems through technology upgrades, process improvement, migration to the cloud, and establishing holistic monitoring;
- Launched several new applications utilizing modern technologies including Scala, Spark, and various NoSQL data sources in AWS cloud delivering over \$15MM increase in the annual revenue with over 50% margin;
- Transitioned development methodology to SCRUM for CapEx projects and Kanban for OpEx activities with results including significant increase in productivity, customer satisfaction, and employee morale.

2011–2014, AssistMed, Inc., CIO, VP of Engineering

Brought in by the executive team of an established mid-sized software development company with a highly diverse product portfolio to streamline technology operations, improve product offering and increase overall efficiency and effectiveness. Some of my achievements in this role included:

- Rationalized existing product portfolio and launched a new product offering that utilized several existing software components and a newly developed application for a variety of mobile devices;
- Rebuild the company's technology team by retaining key employees, hiring new senior individual contributors and establishing successful partnerships with several offshore software development teams;
- Established new product development lifecycle, transitioned software development methodology to SCRUM, and improved processes for providing technical support and IT operations;

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2009–2011, PDR Network, LLC. (Medem & PDR Merger), CIO, VP of Engineering

As a head of technology for an established player in the Publishing industry led a highly distributed cross-functional team supporting transformation of a traditional publishing organization into a modern digital information provider. Some of my achievements included the following:

- Built a coherent and highly productive organization that utilized a single set of processes and procedures from several geographically and culturally divergent divisions in less than a year after a merger.
- Led architecture, design and development of a new generation of a SaaS application suite supporting gathering, authoring, and distribution of time-sensitive healthcare regulatory and clinical decision support information;
- Established an effective and highly efficient SDLC methodology compliant with strict regulations such as CFR 21 part 11 utilizing best practices from user centric design, agile and waterfall methodologies.

2005–2009, Medem, Inc., CIO, VP of Engineering

Starting with a small team, disorganized operations, and unstable product guided the company to operational stability and commercial success directly contributing to the successful merger with PDR. Highlights of accomplishments include leading the following:

- Architecture, design, development and operations of large transaction volume web-enabled system servicing over 100,000 physicians and millions of consumers under SaaS model integrated with various EMR systems;
- Full product development lifecycle for the Healthcare Industry's first and the only FDA approved service providing electronic delivery of mandated safety alerts to physicians and other prescribers;
- Design, implementation and operations of a high-performance data center compliant with HIPAA guidelines with mixed H/W and O/S environment operating on 24/7 basis with 99.995% availability.

2003–2005, Spear Technologies, Inc., Vice President of Engineering

As a head of technology for leading provider of Enterprise Asset Management software led a successful technology-based turnaround that resulted in significant increase in revenue, improved customer satisfaction, and reduction of development costs. Led design, development and delivery of new product lines including a web-based executive dashboard portal, tablet PC-based product line and mobile product offering.

1999–2003, Asera, Inc. – SEEC, Inc., (Kleiner Perkins Caufield Byers) Sr. Director, Solution Center

As a founding employee of the company built the core engineering team and played a key role in definition and creating the foundations of Asera's eCommerce platform. Established and led Asera's Solution Center, an organization responsible for implementation of large scale eCommerce systems. Established and lead expert engineering team supporting clients on 24/7 basis. Played a key role in design, development, implementation, and support of systems for marquee clients such as British Petroleum, Siemens, and Juniper Networks.

1991–1999, Signal Software Corporation – Entigo, Inc., VP Technology and Professional Services

Rapidly advancing through the engineering ranks of the organization from a software developer to being in charge of the full scope of technology operations, designed, built and delivered a variety of complex systems for clients in retail, automotive, and manufacturing industries. Led product, engineering, and professional services organizations delivering B2B eCommerce solutions to multiple Fortune 500 clients.

1983–1991, Various Organizations and Roles.

Before coming to the USA had a progressive career in engineering, software development, and technical management working primarily the civil engineering industry. Developed a number of software applications with complex algorithms and comprehensive UI. Founded and managed a profitable software development company.

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LEADERSHIP STYLE HIGHLIGHTS

My management skills and leadership approach were formed in a process of delivering products and services to a broad variety of very demanding internal and external clients including large multinational organizations, medium to small sized business, and consumers. The list below offers brief insights into my leadership style:

- **Business Needs over Technology.** While I believe in elegant technology driven solutions and invest heavily in the architecture, design, and quality, I see technology as a support and facilitator to the business needs.
- **Collaborative Organization.** I believe in developing software in close collaboration with a broad range of stakeholders and devote significant efforts to building a culture of transparency across organization.
- **Coach Management.** I practice coach managing techniques in all aspects of the employment lifecycle, linking individuals' goals to the company objectives and enforcing accountability.
- **Team over Individual.** While I invest in hiring high caliber individual contributors and in their personal growth, I value the team synergies over an individual's potential.
- **Right Tool for the Job.** I do not have a bias towards specific technologies or methodologies, instead I practice a systematic analysis when making technology decisions.

TECHNOLOGY HIGHLIGHTS

Since mid 90s, my primary focus has been on running technology organizations responsible for support of internal systems, and development and implementation of mission-critical client/server and web-based systems and tools for their design, development, deployment and continuous operations including the following:

- Architecture, design, development and production support of SaaS systems and COTS products for enterprise clients and government entities in multiple industry verticals such as Healthcare, Automotive, and Retail;
- Design, development and market rollout of consumer applications with high usability requirements including web portals, mobile apps, and local Windows applications in variety of technologies and functional areas;
- API-based and traditional EAI-based system integration with enterprise systems such as Oracle, SAP and a variety of commercial and proprietary EMR, ERP, SCM, SFA and CRM systems;
- Establishing and operating high performance / high availability IT Infrastructure with full scale Disaster Recovery, Business Continuity, and Information Privacy and Security coverage in 24/7 environment;
- Software development, system implementation, quality assurance, production support, and application roll out methodologies including traditional waterfall and agile techniques in variety of organizational settings.

My strong technical background combined with the passion for leading technology organizations resulted in multitude of achievements such as building a large scale enterprise-class system that was named by the Gartner Group as "**One of the Best eCommerce Systems in the World**", founding of a startup named by the Giga Group "**A hands-down leader in Electronic Commerce**", and building the industry's first government-endorsed service for electronic delivery of regulatory materials that generated over \$5MM revenue in the first year.

EDUCATION

M.S. in Applied Mathematics, 1987. Moscow University of Electronic Engineering.

M.S. in Civil Engineering, 1983. Moscow University of Civil Engineering.

Continued education in management, development methodology, and technology.