mkitaigo@gmail.com
https://www.linkedin.com/in/max-kitaygora/

Maxim (Max) Kitaygora
Director of Engineering

(949) 419-4598 | (669) 318-9402
Newark, CA

- 25+ years of experience in software engineering with the last 20 years in engineering management of software development with a focus on distributed systems, cloud infrastructure, and large-scale platforms.
- Proven ability to manage teams with size of up to 300+ associates in multiple locations, considering the cultural peculiarity of European, Indian, Turkish, and North American engineers.
- Track record of strong technical hands with high degree of experience of end-to-end delivery of small to large systems across the software stack from low-level layers to user applications.
- Successfully managed a remote team of software engineers and Customer Support agents supported a POS startup (secured $79M in total funding and captured a 40% share of the US market) from Seed to Series C stage.
- Built and managed a scalable team of software engineering leaders supporting the development of mobile applications running on iOS, Android, Blackberry and J2ME platforms for real-time car navigation products supported by a Java backend. In total I led the team of 300+ person cross-functional engineering teams working for Networks in Motion.
- Built, managed, and led a team of more than 200 software engineers working for Nortel and Avaya Voice Messaging, Contact Center, Multimedia Application Server, Self Service, and Professional Services programs.
- Proficient in C/C++ and Swift, with a strong preference for both.

SUMMARY

PROFESSIONAL EXPERIENCE

Orion Innovation, (Palo Alto, CA, USA)
Director of Engineering / VP of Strategic Projects　　　　　　　　　**October 2017 – Present**

- Manage daily operations of local and geographically distributed software engineering teams across five countries in close collaboration with customers Product and Project Management, UI/UX, Development and QA management teams.
- Work as engineering manager for small to medium fixed-cost projects, as well as for short-term (3-6 months) projects.
- Lead teams in developing high-end products, including iPad-based enterprise-grade POS solution resulting in multi-million annual revenues.
- Successfully managed a remote team of software engineers and Customer Support agents supported a POS startup (secured $79M in total funding and captured a 40% share of the US market) from Seed to Series C stage.
- Lead global teams building scalable, distributed platforms for real-time applications in collaboration with hardware and cloud infrastructure teams to create and support solutions for large-scale geographically distributed Smart City CMS, a cloud-based communication and collaboration platform, and high-performance payment software supporting over 50K terminals globally.
- Demonstrated strong leadership by making strategic decisions during the COVID-19 pandemic, resulting in a 4x expansion of the team post-pandemic.

Vibranium Venture Capital, (Palo Alto, CA, USA)
Venture capital fund based in Silicon Valley with an investment focus on early-stage SaaS startups.
Technical Adviser　　　　　　　　　　　　　　　　**July 2023 – December 2023**

- Conducted technical interviews to identify promising startups for investment.
- Assessed technical feasibility, risks and cost for startup products presenting data to VC group leadership.

MERA, (Russia, USA) an Orion Innovation company.
March 6th, 2019 - One Equity Partners' software developer Orion Systems Integrators LLC (Orion Innovation) acquired outsourced product development provider MERA Group (MERA).
Sr. Director of Software Engineering　　　　　　　　　**June 2015 – October 2017**

- Rejoined MERA to uplift and led exciting multi-skilled, multi-locational software development teams of 100+ talented SW engineers and secured 20% growth in annual revenues.
- Led a full spectrum of software professionals ranging from software architects, SW and QA engineers to creative UX/UI designers, lending strategic direction, subject matter proficiency, and empathetic coaching, resulting in a cultural transformation of sustainable intent, drive, and organizational synergy.
- Straightened up execution, Agile practices, Progress reporting, Risk mitigations of reporting to me MERA programs.

- Closing gaps in planning, execution, and daily operations by influencing and working with diverse technical, business, and operational leads to reduce the inefficiencies of development processes
- Conducted technical due diligence for five M&As in the Payment Processing sector, helping the client reach its current market cap of $5.6B.
- Was responsible for leading a team of 80+ tier 2 Customer Support agents achieving 99% in customer satisfaction metrics.

KiQ: The Personal Assistant with Personality Desk Gadget, (USA, Russia)

Co-Founder and COO (Part-time)   **December 2015 – November 2016**

- Raised $250,000 from angel investors.
- Led team in developing hardware, addressing issues such as no suitable single chip which would care onboard both Wi-Fi and BLE. The solution that our team came up with was to have the BLE component always enabled and ready to react to events from BLE, accelerometer or a message from the power control unit, that would wake up the Wi-Fi module where the firmware of the main gadget was.
- Managed software development for backend and frontend to support essential features that include software firmware updates, audio file management, user preference customization, account management, and full gadget control.
- Established and maintained collaboration between hardware and software engineering teams.
- Designed and developed an iPhone multi page application with BLE and internet connectivity, push notifications, widget, social network integration, facilitating interactions/ controls for gadgets.

Technologies for Presentation (NiceMeeting), (Russia, USA)

General Manager, Director of Software Engineering   **March 2013 – June 2015**

- Oversaw all day-to-day operations, including engineering, HR, marketing, legal activities, and investor relations to maintain operational cadence and continuity post successful seed funding of $4M.
- Built a team of top-notch software engineers who took an MVP and made from it a commercial product focusing on scalability, fault tolerance, and performance optimization.
- Managed a complex project, breaking it down into deliverable portions, supervising the development of functional specifications and product delivery on time and in the correct order. Our dedication to this effort bore fruit during Cisco Live Milan 2014, where our solution was used by thousands of attendees.
- Managed NiceMeeting support team at multiple events across Europe, and North and South America

MERA, (Russia, USA, UK, Ireland, Canada)

Director of Software Engineering   **January 2010 – March 2013**

- Built and managed a scalable team of software engineering leaders supporting the development of mobile applications running on iOS, Android, Blackberry and J2ME platforms for real-time car navigation products supported by a Java backend. In total I led the team of 300+ person cross-functional engineering teams working for Networks in Motion and generating 12 million annually.
- Built, managed, and led more than 200 SW engineers in various teams working for Nortel and Avaya Voice Messaging, Contact Center, Multimedia Application Server, Self Service, and Professional Services programs generating a cumulative revenue of $8M. Took care programs working with eight Nortel (then Avaya) R&D centers in the US, Ireland, Canada, and the UK.
- Was one of a group of key persons which made happen the transition of an over 300 strong software engineers from Nortel to Avaya through bankruptcy.
- Managed smaller teams for various clients.

MERA, (Russia, USA, UK, Ireland, Canada)

Senior Engineering Manager   **April 2005 – January 2010**

- Led the development of scalable, distributed platform infrastructure for high-volume, real-time processing across multiple geographies, ensuring high availability and low-latency performance.
- Doubled revenue of my division by developing a new line of business starting operations for Nortel's Contact Center division.
- Managed end-to-end responsibility of software development and sustaining projects for Unified Messaging, Contact Center and Self-Service solutions using Agile and Waterfall methodologies achieving certification of CMM Levels 3.

MERA, (Russia, Canada)

Engineering Manager   **February 2004 – April 2005**

- Managed a team of MERA engineers contributing into Nortel Enterprise Messaging sustaining and development projects.

- Oversaw schedules, design and code reviews throughout different phases of product development. Gave technical direction and leadership and was the go-to person for several technologies.
- We cleared down the backlog of bug reports, reducing it by 15x, at the same time managing to solve high priority bug reports 4.5x faster.
- With my team developed an MVP to demonstrate possibility of moving Nortel messaging from regular telephony to VoIP.
- Managed cross-functional hardware and software engineering teams supporting Meridian Mail.

Previous roles at MERA and before

- Team Leader, SW Engineering, Orion Innovation (2002 - 2004)
- Software Engineer, Orion Innovation (2002 - 2002)
- Software Engineer, Teleca (now Harman a Samsung Company) (2000 -2002)
- Software Engineer, Alcor (1996 - 2000)

EDUCATION

UC Berkeley, CA. Berkeley VC Executive Program *(2023)*

Nizhny Novgorod State Technical University, master's degree in computers, computer systems and networks. *(1992 – 1997)*