NICHOLAS HINDLE

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CTO / CIO

Executive with extensive leadership and technical experience. Five successful M&A acquisitions and integration/restructuring of those companies at technical and organizational levels while maintaining the core culture. Introduction of security protocols and data analytics.

Entrepreneurial in nature, I thrive in a fast-paced dynamic environment where opportunities to build and grow the organization and the company are expected.

HIGHLIGHTS / ACCOMPLISHMENTS

- Helped to grow startup from $1MM ARR to $40M ARR with current annual growth at 20%.
- Managed multiple teams, in multiple onshore and offshore locations.
- Created single configurable platform for SaaS product line
- European market development
- Capital investment and M&A. Due diligence for 5 acquisitions.
- Organizational expansion across Project Management, Development, QA, Dev Ops, Data Analytics
- Built a Security and Compliance team for SOC2, GDPR, CCPA and other compliance goals.
- https://www.cbinsights.com/blog/well-funded-startups-us-map/

PROFESSIONAL EXPERIENCE

CTO/CIO: **07/2010 – PRESENT**
NEXT GEAR SOLUTIONS, ATLANTA, GA.

Leading Cloud/SaaS solutions for the Restoration market. Responsible for IT Ops, Development/QA, Security, Data Analytics and Product Management. Helped grow company revenue from $1MM to $40M

CTO: **07/2010 – 12/2017**
Introduced new Agile (SAFe) processes around product delivery, specifically redefining the development process, as well as the support escalation procedure for a C#/.Net. Removed non-revenue generating projects, ad-hoc development, and one-off deliverables that cut in to our development budget. Introduced CI/CD and DevOps to control and manage releases, and KPI's to track productivity. Expanded development organization and merged acquired teams.

CIO: **01/2018 – 12/2019**
Managed growth of the company, its assets and data by carefully building out the hosting environment to allow for HA failover, load balancing and DR within Azure and AWS, allowing us to be more cost efficient and scale-able. Introduced data analytics initiatives in to the company to enhance revenue opportunities.

Lead the technology due diligence for private equity investment, and for acquisition of five other companies (Luxor CRM, MICA, Client Runner, Moisture Mapper and Accurence) in our market space.

Developed security protocols for the Software teams based around OWASP and using Veracode automated security scanning for all code as part of the Dev Ops workflow. Additionally, managed all the security relationships with insurance carriers to meet compliance for items such as BYOD, PCI, SOC2, GLBA, PII, GDPR, CCPA based upon the NIST framework and introduced continuous security training. Developed InfoSec policies and supporting controls and documentation.

- Exec / Board Reporting
- Business Development
- M&A Activities *(acquired 5 companies)*
- Organization Restructuring/Enhancements
- Partner Management

- P&L / Budgeting
- Product Roadmap / Strategy
- Vendor Management
- Business Process Improvement

DIRECTOR OF SOFTWARE ENGINEERING: 01/2008 – 07/2010
LEXISNEXIS, BOCA RATON, FL / ALPHARETTA, GA.

Restructured the development teams within Choicepoint, and also as part of the acquisition, I was able to integrate my own teams in to LexisNexis; ultimately taking on a new role for myself and part of my team.

At Choicepoint, I built a multi-site, compliance centric, development organization in GA, and FL which was responsible for the full development stack from data layer to application layer and B2B interfaces. Markets included; finance, insurance, law enforcement and government.

Focal point for helping to define new initiatives in the non-classified Government and Law Enforcement markets, and senior technologist for LexisNexis' investigation into the Indian Insurance market, reporting to the CTO. I have presented to clients such as NYPD, FBI, ICE, and state municipalities, proposing new initiatives.

Owner of all phases of the SDLC from product definition to Tier 3 / on-call support. Defining the SDLC, metrics, on-call rotation and working with product management and project management in defining the best use of resources and priorities.

- Product Strategy and Architecture
- Development Process Definition
- Inter-Departmental Processes
- Project Management
- Release Management
- Sales / Business Support
- Design & Architecture
- Agile/Waterfall

SENIOR MANAGER OF DEVELOPMENT: 05/2000 –10/2006
COPPERCOM, BOCA RATON, FL. 04/2007 – 12/2007

Overall responsibility for outsourced development and strategy of Network and Data Management, along with tactical development engineering in Florida responding to customer and operational needs for switching products.

Product Manager for Network Management. I was responsible for ensuring that all goals were met related to the Network Management System and ensuring its delivery to the market. Working closely with sales and customers to ensure expectations were met.

Lead and directed teams focused on VoIP and TDM telephony to deliver voice and data capabilities specifically for ILEC and IOC markets. Embedded and application layer development in C/C++ and Java. Designed and coded a variety of features and applications.

SENIOR PRODUCT MANAGER: 10/2006 – 04/2007
NTT/Verio Inc., BOCA RATON, FL.

Responsible for a variety of Web Hosting products, and Business Continuity (HA/DR). Defining the products, architecture, and markets in which they were sold. Interfacing with Sales, Marketing, and Development, while managing outsourced partners, and vendors.

Defined strategies for marketing and targeting customers, while working with companies such as AT&T to expand the portfolio of their product offerings.

EDUCATION

Masters, Computing – Bradford University, Bradford, England

Post Grad Cert., Computer Architectures & Operating Systems – Open University, England

Post Grad Cert., Software Engineering – Open University, England

HND, Engineering – University Central Lancashire, Preston. England

OND, Electrical & Electronic Engineering - Blackburn, England

PROFESSIONAL CERTIFICATION

CISSP (724817) – ISC2