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Maxim (Max) Kitaygora
Director of Engineering

- Director of Engineering with over 25 years in software engineering, specializing in distributed systems, cloud infrastructure, and large-scale platforms. Proven leader in managing teams of 300+ across diverse cultures, delivering innovative solutions, and driving significant revenue growth.
- Proven track record in hands-on technical leadership and expertise in end-to-end delivery, from mobile applications and tools to large, geographically distributed enterprise systems, covering the full software stack from low-level layers to 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 led scalable teams of software engineering leaders to support the development of mobile applications running on iOS, Android and Blackberry platforms for real-time car navigation products backed by a Java backend.
- Managed and led a team of more than 200 software engineers working on Nortel and Avaya Voice Messaging, Contact Center, Multimedia Application Server, Self-Service, and Professional Services programs.

PROFESSIONAL EXPERIENCE

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

- Managed a strategic client relationship for an enterprise communications platform development, driving satisfaction, retention, and revenue growth through strategic account planning. Engaged with the client's top management to ensure alignment, personalized solutions, and long-term success.
- Managed day-to-day operations of local and geographically distributed software engineering teams across five countries in close collaboration with customers Product and Project Management, as well as with internal UI/UX, Development and QA management teams translating high-level management vision into engineering plans.
  - Led a globally distributed team developing and supporting a multi-million-dollar iPad-based POS platform, driving operational efficiencies and increasing market share for the client. Managed end-to-end engineering across regions-developers and QA in Eastern Europe, and DevOps in Mexico-ensuring seamless collaboration, CI/CD automation, and high system reliability. Spearheaded optimizations in backend (Python, Go, JavaScript) and frontend (Objective C, Swift), improving system performance and deployment agility.
  - Managed the end-to-end delivery of web (C#, Ruby) and mobile applications (Swift, Kotlin) for a major U.S. sports league, ensuring on-time and high-quality releases.
  - Directed global teams building a Smart City CMS (Java, C/C++) collaborating with hardware and cloud infrastructure teams to support a scalable, geographically distributed platform.
  - Oversaw Android OS (C/C++) changes for high-performance payment software supporting over 50K terminals globally.
  - Directed the team developing a multi-million-dollar iPad-based POS solution (Objective C, Swift, Python, JavaScript, Go) resulting in operational efficiencies and improved market share for the client.

MERA, now Orion Innovation
Sr. Director of Software Engineering   **June 2015 – October 2017**

- Directed 100+ engineers across POS development (Objective C, Python, JavaScript), contact center (Java, C/C++), and multimedia application programs (Java, C/C++), driving consistent revenue growth.
- Was 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&A deals in the payment processing sector, contributing to the client's market cap of $5.6B.
- Led a team of 80+ tier 2 Customer Support agents achieving 99% in customer satisfaction metrics.

Technologies for Presentation (NiceMeeting, Lintelus)
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.

Project Management | Scrum and SAFe Methodologies | Cross-Functional Team Leadership | Budgeting and Cost Control | Risk Management | Strategic Planning

- 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, now Orion Innovation)](#)

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.

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.

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.

[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. Designed and developed an iPhone multi page application with BLE and internet connectivity, push notifications, widget, social network integration, facilitating interactions/ controls for gadgets.

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 – 1998)*

Project Management | Scrum and SAFe Methodologies | Cross-Functional Team Leadership | Budgeting and Cost Control | Risk Management | Strategic Planning