

NICK OSAULENKO

Chief Operating Officer

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SUMMARY

COO with **7 years** building and running an international software company end-to-end, with full **P&L ownership**, a **peak team of 44** and **40 clients** across the US, UK, Germany, Netherlands, Italy and Israel, reaching **€600K revenue at 20% operating profit** in the strongest years. Built the operating machine from zero across **delivery, PMO, HR, KPIs and budgets**; personally closed **70% of new business** (incl. a **\$400K enterprise deal**), and held the company together through a liquidity crisis by restructuring cost and protecting delivery, on an engineering foundation that bridges business and product. Now seeking a **COO or senior operations leadership role** in a larger international product organisation, with particular interest in **iGaming, betting and B2B gaming technology**.

CORE SKILLS

Operations & Leadership: P&L Ownership | Business Operations | Organisational Design & Scaling | KPI/OKR & Budgeting | Resource & Capacity Planning | Crisis & Turnaround

Strategy & Commercial: Strategy & Execution | Market Entry & ICP | Enterprise Sales & Negotiation | Account Management | Pricing & Cost Control

Product & Technology: Product & Requirements | MVP Delivery | TypeScript / React / Node | CRM & Process Automation | AI in Operations

EXPERIENCE

Chief Executive Officer Feb 2022 – Aug 2026

Red Rocket Software International / Europe

Company profile: International software development & staff-augmentation firm · peak 44 staff · 40 clients across US, UK, DE, NL, IT, IL

Focus: 40% Operations & Strategy | 35% Commercial & Client | 25% Finance & P&L

- **Built and ran the company end-to-end:** full P&L, budget, pricing, hiring and org design; direct reports: COO, Head of Sales, Head of Marketing, HR and PMO.
- Scaled to a **peak team of 44** and **40 clients across six countries**, reaching **€600K revenue at 20% operating profit** in the strongest years.
- Personally sourced and closed **70% of new business**, including a **\$400K US engagement** (NFT marketplace, 7-person team) won via a two-month, LinkedIn-sourced sales cycle.
- Cut **hiring cycle 30 to 15 days** and lifted **operating margin 12–15% to 18–20%** through process, resource-planning and management redesign.
- Built the operating functions from zero across **HR, delivery, PMO and account management**, and introduced KPIs/OKRs, CRM, resource planning and management reporting.
- Led strategic shifts: **changed ICP, entered new geographies, repositioned and restructured** underperforming functions in response to the market.
- Steered the company through an **\$80K client non-payment / liquidity crisis**: cut costs, resized selectively and protected core delivery, keeping the business solvent.
- Directed internal **MVPs (sales, recruitment) and a healthcare operations app**; applied AI/automation across ops; delivered software for an **online casino client** (direct iGaming exposure).

Head of Business Development & COO Apr 2020 – Jul 2022

VP Software US / International

Company profile: Software development company · international B2B clients

Focus: 45% Business Development & Commercial | 35% Operations | 20% Finance & Product

- Held **cross-functional ownership** across operations, finance, sales, marketing, product and people; managed budgets, resourcing and operational policy against company targets.
- Built international client and partner relationships, **negotiated commercial terms** and ran pipeline and forecasting; translated market shifts into commercial and operational moves.

Requirements Engineer Apr 2020 – Dec 2020

Lokalleads GmbH Berlin, Germany

Company profile: Digital-product studio for construction & property businesses

- Translated customer and business needs into **functional specs, workflows and system designs**; ran UX/business gap analysis and supported QA and delivery.

Frontend Developer Sep 2019 – Apr 2020

Route42Breda, Netherlands

Company profile: Logistics & fleet-management software

- Built logistics, CRM and ERP web apps with **TypeScript, React, Redux, RxJS and Node.js**; worked with real-time fleet/asset data and API integrations.

EDUCATION & LANGUAGES

Master's Degree, Business Management · Kharkiv University of Humanities "People's Ukrainian Academy" 2013 – 2019

Languages: Ukrainian (native) · Russian (native) · English (B2, professional working) · Spanish (A1)

Tools: HubSpot · Zoho CRM · LinkedIn Sales Navigator · Jira · Confluence · Notion · Miro · Lucidchart