Bryan Collick
bryan.collick@gmail.com · 202.470.5338 · www.linkedin.com/in/leftsider

Director of Operations | Engineering & Business Operations | SaaS / Tech

Operations leader with 10+ years building and scaling operational infrastructure at high-growth technology companies in hypergrowth stages — from pre-IPO build-out to post-IPO compliance maturity. Known for translating ambiguous, high-stakes challenges — including audit findings and regulatory risk — into durable, scalable processes. Built financial compliance programs, vendor governance, and data reporting functions from the ground up. Experienced leading globally distributed teams and operating across Engineering, Finance, Legal, and executive stakeholders.

Engineering Operations · CapEx/R&D Financial Compliance · Audit & Internal Controls · Vendor Management · Contract Negotiation · OKR Design & Facilitation · Agile Program Management · Global Team Leadership · Data Reporting & Business Intelligence · Cross-functional Stakeholder Management · Risk & Compliance

Professional Experience

BRAZE *(SaaS marketing platform; joined ~800 employees pre-IPO; currently ~2,000 post-IPO)*

Director of Operations, Office of the CTO	Feb 2025 – Present
Senior Manager, Business Operations – Engineering	Oct 2021 – Feb 2025

- Served as founding hire of the Office of the CTO, building operational infrastructure for a post-IPO Engineering organization spanning OKR program management, financial compliance, vendor governance, and data reporting
- Inherited and overhauled capitalization reporting for the Engineering org; resolved an audit-identified control finding in Braze's first year post-IPO, developing demonstrable internal controls that achieved a clean audit designation by Year 3 — managing ~$5M in annual capitalized R&D spend
- Partnered with Finance and external tax consultants to establish and continuously improve R&D tax credit processes, supporting ~$1.5M in annual credits while materially improving data integrity and audit defensibility year-over-year
- Extended both compliance programs to additional business units and M&A integrations (including the OfferFit acquisition), standardizing processes across the organization
- Established engineering vendor management framework in partnership with Legal, Procurement, Security, and Asset Management; independently authorize technology spend up to $100K with direct exposure to multi-year enterprise contracts up to nine figures
- Built and lead a 6-person globally distributed team across San Francisco, New York, and São Paulo — including Technical Project Managers and Technical Data Analysts — directly hiring and onboarding the Brazil-based members
- Developed data reporting infrastructure in Looker, delivering product health dashboards, automated capitalization and R&D reporting, and operational insights across the CTO's domain

FACEBOOK (META)

Manager, Business Integrity Operations   Jun 2021 – Sep 2021
Program Manager, Business Integrity Operations   Feb 2020 – Jun 2021

- Managed cross-functional team of business analysts across the US and Europe focused on proactive on-platform assessment of malicious activity
- Restructured roadmap for the cross-platform analysis team (XPA), expanding risk assessment coverage across multiple integrity domains
- Introduced enterprise risk management (ERM) principles to cross-functional groups
- Developed career growth initiatives: career circles, org-wide panels, and 1:1 coaching

BABYLON HEALTH *(Series C AI-driven digital health startup; ~800→1,500 employees)*

Program Manager   Mar 2019 – Feb 2020

- Standardized Agile development processes for US Product and Engineering organizations
- Established technical project management function; hired and managed all US-based TPMs
- Led regulatory, infosec, privacy and compliance critical to US market entry (HIPAA, HITRUST)

LENDUP *(Series C Fintech startup; ~70→200 employees)*

Program Manager   Jun 2016 – Oct 2018
Technical Project Manager   Aug 2015 – Jun 2016

- Acted as cross-functional liaison across Compliance, Legal, Product, and Engineering for key business initiatives
- Built compliance issue tracking system in JIRA, reducing outstanding known issues by 90%
- Introduced Agile/Scrum practices to Product, Engineering, and Data Science teams; served as Scrum Master for four development teams concurrently
- Delivered company-wide OKR and Atlassian tooling onboarding for new hires

TWITTER *(Joined at ~350 employees pre-IPO→3,000 post-IPO)*

UX Support · Community Manager · Project Manager   Mar 2011 – Jul 2015

- Advanced from UX Support into Project Management roles across User Services, Localization, and International Engineering — managing crowdsourced translation into 30+ languages and developing requirements for the International Engineering team
- Served as user advocate in the launch of the "Discover" feature; led TweetDeck support post-acquisition, creating support documentation

Education & Certifications

- Bachelor of Arts | University of Maryland University College
- Certified Scrum Master (CSM) | Scrum Alliance, 2016
- CORe: Credential of Readiness | Harvard Business School Online, 2023