Nicolas Kassis

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VP Engineering & Product · **AI-Native Enterprise Platforms** · **Financial Services & InsurTech**

Summary

Engineering and product executive who scales products and teams from MVP to enterprise production. Most recently served as Vice President of Engineering & Product at Indico Data, where I helped evolve the company's product from a sales demo in 2017 to a widely adopted document processing platform that processes billions of transactions per year. Earlier built financial and identity platforms at GMO (order, trade, and reconciliation systems for a global asset manager) and Amazon (identity, OAuth, and authorization platform).

Highlights

- Grew Indico's engineering organization from 4 to 23 across development, DevOps, QA, and product while cutting R&D spend by $1M+ year over year.
- Designed and delivered Indico Workspaces, an agentic platform that processes underwriting submissions and claims with human-in-the-loop review; 5+ new accounts and $500K new ARR in 8 months.
- Moved Intake, Indico's document-AI platform, from discriminative deep learning to LLM agents, RAG, and LLM-based evaluation without breaking customer accuracy, isolation, or uptime commitments.

Experience

- **Indico Data** Boston, MA · Apr 2017 – Sep 2026
  Vice President of Engineering & Product

  Enterprise AI SaaS + on-prem IDP for insurance underwriting/claims and financial services.
  Member of the executive team reporting to the CEO. Led a 23-person engineering, DevOps, QA, and product organization, managing directors, engineering managers, and principal engineers. Owned the product roadmap, R&D budget, and customer discovery for two enterprise products and acted as the primary product manager.
  - Promoted three times over 9 years, from senior software engineer to backend engineering manager, then senior director of platform engineering, then VP
  - Player-coach: mentored engineers from junior to principal, promoted several into principal and director roles, and stayed hands-on in architecture, code review, and prototyping
  - Designed, architected, and managed the development of Workspaces, an agentic application built for the highly regulated insurance industry, with human-in-the-loop review and auditable agent actions
  - Led Intake's move from a legacy ML stack to generative AI, including LLM agents, RAG, and evaluation, improving customer retention and prospect conversion
  - Drove AI-assisted development with the CTO: coding agents for every engineer, plus agents in code review, bug analysis, PR generation, and security scans behind existing release gates
  - Replaced design mockups with coding-agent prototypes in product discovery
  - Set a predictable release train, CI/CD and test automation, and operational-readiness gates; met customer CVE and security SLAs across cloud and on-prem
  - Reduced R&D spend by $1M+ YoY while growing customers and processing volume, via AWS re-architecture and a hybrid US / LatAm / India delivery model
  - Partnered with Sales and CS on upsells and expansions, including a $500K extended-support contract with a top account
  - Worked closely with Marketing to inject customer and market feedback into product positioning; represented the company at multiple events including ITC Vegas and InsurTech Insights NY/London
  - Led a 2026 audit of infrastructure, developer and deployment tooling, and customer-isolation controls
  - Directed the technical response to a security incident; customers praised the speed and transparency

  - Managed DevOps for single-tenant delivery, one AWS account and Kubernetes cluster per customer via Terraform and Crossplane, plus a self-hosted on-prem build
  - Built observability on OpenTelemetry, Prometheus, and SigNoz, including agent-execution traces
  - One of 4 engineers who re-architected Indico's SaaS API into Intake; built its authentication, permissioning, model-management, and dataset services
  - Scaled Intake to billions of documents a year: a real-estate customer at 20,000 title docs/hour, a logistics customer at 15M images/day, and a lender at 180,000 loan renewals/month

- **GMO LLC** Boston, MA · Apr 2015 – Apr 2017
  Senior Software Engineer

  Global investment manager; built trading and portfolio-implementation systems.
  - Designed and built RESTful services and APIs for reference data, trade and order management, and holdings retrieval, plus a single-page web application used by portfolio implementers
  - Built the reconciliation service matching daily orders to executed trades, surfacing exceptions and exposure to portfolio managers
  - Championed and implemented an automated release process that replaced manual releases
  - Built reusable cross-cutting components and a shared web-component library to reduce effort for new microservices and data-rich internal applications

- **Amazon.com, eCommerce Platform Services** Seattle, WA · Jul 2012 – Mar 2015
  Software Development Engineer

  eCommerce Platform Services: identity, authentication, and authorization platform.
  - Developed and maintained the OpenID and OAuth web platform handling identity, authentication, and authorization for all Amazon and mobile applications
  - Led a complete redesign of Amazon's authentication web front-end for the retail site on mobile and desktop worldwide
  - Built the Login with Amazon (OAuth) developer console used by thousands of external developers to register, configure, and monitor applications consuming Amazon.com APIs

Skills

- **Leadership**
  - Engineering organization management, org design, recruiting and hiring, coaching and mentorship, managing managers
  - R&D budgeting, cost optimization, vendor and contract negotiations
  - Agile delivery, SDLC maturity, QA and test strategy, reliability and on-call, secure development, security audits, incident response, executive escalation for enterprise incidents

- **Product**
  - Product management, product strategy and vision, roadmap ownership, OKRs, release and capacity planning, requirements/PRDs, backlog prioritization
  - UX and product design, rapid prototyping, customer discovery, positioning, GTM partnership, technical pre-sales, developer experience and API platform design

- **AI / ML**
  - Generative AI, LLM agents, agentic orchestration, RAG, LLM-based evaluation, document intelligence, intelligent document processing (IDP)
  - AI-assisted development: coding agents (e.g., Claude Code), agent harnesses, AI design and prototyping tools

- **Technical**
  - Python (FastAPI, SQLAlchemy, Celery), TypeScript/JavaScript (Node.js), Java, C#, Ruby, SQL · PostgreSQL, Redis, Kafka (CDC with Debezium), REST/GraphQL, OAuth 2.0/OIDC/SAML · AWS, GCP, Azure, Kubernetes (K8s), Docker, Terraform, CI/CD, observability · React, Ruby on Rails

Education

- B.Sc. Pure Mathematics (Minor: Business), Florida State University