

NICOLE MYRIE

nicolemyrie@gmail.com · <https://www.linkedin.com/in/nicolemyrie/> ·

Strategic Operations Leader specializing in the architectural backbone of high-stakes organizations. I translate complex missions into scalable, technical frameworks that prioritize safety, compliance, and rapid adoption. With a decade of experience scaling global teams from 0 to 1 and through IPO, I bridge the gap between high-level vision and operational excellence.

EXPERTISE

Strategic Leadership	AI & Automation Strategy	Technical Execution
Technical Vision to Execution	AI Agent & System Design	Scaling 0-to-1 & Global Expansion
Change Management/Adoption	AI Implementation Strategy	Systems Architecture
Operational Infrastructure	AI Memory & Secure Knowledge Retrieval	Workflow Automation & Efficiency Gains
Data-Driven Decision Making	Cost-Efficient AI Tool & Model Selection	Stakeholder-Centered Roadmapping
Executive Communication	Technical Safety & Governance	Global and Cross-Functional Leadership

WORK EXPERIENCE

Technology Manager , Coinbase, Inc.

August 2019 - September 2024

Led automation strategy and enterprise technology for the global Institutional Operations group, architecting the internal platforms and tools that enabled best-in-class support for Coinbase's largest clients.

Strategy & System Architecture

- Architected a ground-up CRM re-architecture for Institutional Operations; leveraged data to define a new strategy that reduced client onboarding from 3+ months to 5 days through intelligent automation.
- Led the migration of institutional Ops workflows to a new CRM instance, enhancing system scalability and ensuring transparent communication for all stakeholders.
- Strategized the automation of cross-functional workflows between Tech, Legal, and Compliance, eliminating 15+ manual bottlenecks and ensuring safety-by-design in high-velocity client environments.

Operational Execution & Impact

- Directed the localization of sustainable CX tooling solutions that supported two international country launches and ensured scalable, resource-efficient systems in preparation for Coinbase's IPO.
- Designed automated case routing with data-driven prioritization algorithms, directly reducing the ticket backlog by over 200,000.

Team Leadership & Culture

- Led the 0 to 1 expansion of a global technical team, scouting and vetting top-tier talent to support 300+ stakeholders across US, India, and UK markets.
- Fostered a culture of continuous learning and innovation by creating new mentoring programs and knowledge-sharing frameworks, which resulted in promotions for System Administrators.
- Recipient of Coinbase's "High-Value Award 2022" for executive leadership and promoting innovation.

Systems Administrator, Simple Finance

June 2018 - August 2019

- Orchestrated Salesforce initiatives across engineering teams, optimizing operations through thoughtful technology implementations.
- Aligned Salesforce consultants and stakeholders around a unified roadmap, maximizing productivity while ensuring responsible resource utilization.
- Presented feature demos and technical roadmaps to executive leadership.
- Partnered with Executive leadership to define product vision, ensuring tech strategy was fully aligned with Legal and Compliance constraints.
- Partnered with senior leadership to implement technology enhancements that reduced organizational risk.

Technical Program Manager, Noventis, Inc. (Now WEX)

August 2017 - June 2018

- Led credit card issuing partnerships and Salesforce implementation, focusing on responsible integration and process optimization.
- Implemented workflow automation with careful attention to data privacy and security considerations resulting in successful audits and increased operational efficiency.
- Established new credit card issuing partner relationships, increasing the number of payments processed by the organization.

Project Manager, Fisher Investments

Aug 2014 - Aug 2017

- Increased average plan participation by 27% in the first year by delivering in-person, nationwide bilingual retirement savings education.
- Contributed to generating \$40M+ in assets during inception year by designing and launching the Service Operations team for the new 401(k) department.
- Partnered with executive leadership to define the product vision and go-to-market strategy, collaborating across sales, legal, compliance, and engineering teams.

EDUCATION & CERTIFICATIONS

AGI Strategy Certificate

December 2025

BlueDot Impact

AI Agent and Multi-Agent System Development Certificate

August 2025

Lonely Octopus

AI Strategy and Leadership Executive Program

March 2025

Massachusetts Institute of Technology

Masters in Business Administration (MBA)

August 2013

Corban University

Bachelor of Science in Microbiology

June 2011

Portland State University

LANGUAGES

- **Fluent:** English, Spanish
- **Conversational proficiency:** French