

NICK CROGHAN

FRACTIONAL COO | STRATEGY & COMMUNICATIONS

CONTACT ME

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EDUCATION

Masters of Business Administration
University of East London, London England
In Progress Expected Sep 2027

Business & Communications
Trinity Western University, Langley BC

AAS Fire-Science/EMT
Walla Walla Community College

AA
Walla Walla Community College

SKILLS

- Project Management — 10+ years
- Corporate Operations — 10+ years
- MarComm & Brand Management — 10+ years
- Financial Accounting — 10+ years
- AI Architecture & Engineering — 10+ years
- IT & Tech Stack Security — 10+ years

ABOUT ME

Experienced in operations and accounting with a proven track record in scaling and optimizing processes. Over 10 years in leadership roles, managing multi-departmental teams and implementing financial and operational systems. Skilled in project management, team leadership, communications. While gaining those skills I was serving as a financial accountant in many organizations. I'm ready to bring strategic insight and operational expertise to any team.

WORK EXPERIENCE

Founding Partner, Operations & Accounting
Flow Consulting (2016 - Present)
Walla Walla, WA

This firm focuses on the SMB sector, bringing enterprise efficiencies to a smaller scale where the impact is felt. This family business integrates branding and marketing consulting with accounting and operations insights to solve business challenges.

— Change management focus in fintech and general tech stack
— 80 Clients, 2 CPAs, 6 bookkeepers, 2 partners

Founding Partner, Operations & Community Development
KINDLING COWORKING (2020 - Present)
Walla Walla, WA

Kindling Coworking is a collaborative workspace designed to support remote professionals, entrepreneurs, and small businesses. Over time, it has grown into a hub for innovation, networking, and professional development.

— Automated member and space management, improving member experiences
— Membership growth from 5 to 64, physical plant expansion of 35%

Corporate Operations & Project Management
PIVOTAL ENGINEERING (2020 - Present)
Seattle, WA

Pivotal Engineering is a specialized software development firm focused on enterprise solutions across government, healthcare, and manufacturing sectors. My role has been integral in refining business strategy, optimizing operations, and managing corporate communications to support the executive team.

— Led corporate operations & process improvements, streamlining workflows
— Conversion to S-Corp, 4 technical certifications

Founder & AI Systems Design
KitOS / Independent (2024 - Present)
Walla Walla, WA

Designed and built a 288-component AI orchestration platform managing 87+ agents across multiple LLM providers (Claude, Gemini, Mistral, Perplexity, CodeX). Includes 6-gate safety system, 3 behavioural protocols and autonomous task creation

— MCP Integration servers: built production Model Context Protocol servers for QuickBooks Online (155 tools) and Nexudus (39 tools), enabling AI driven financial and operational workflows
— Deployed Applications, Flask-based document index browser (22-agent analysis pipeline) and caregiver documentation system (V3.0, Production)

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EXPERTISE

- People-first Communications
- Financial Accounting (GAAP)
- QuickBooks, PeachTree, Unanet, ATX
- Tech Stack Optimization
- Community & Leadership Development
- HIPAA, HITECH, SOC2, PCI, CMMC
- ZenDesk Architecture, Google Workspace
- ClickUp, Azure DevOps, FortiNet, Ubiquiti
- Corporate Communications
- Brand Development & Maintenance
- ICD10, CPT, RCM
- SaaS, ERP, CRM
- WA PDC Compliance

EXTRA

Associated Student Body President
Walla Walla Community College

CERTIFICATIONS

2023

CSM ScrumMaster

CSM AI & Agility

2022

Certified Prompt Engineer (Promptmaster)

2015

Community Development Fellow (Pomegranate Center)

2009

Ford Institute Community Leadership Certificate

WORK EXPERIENCE - Continued

Corporate Operations & Agency Administration, Contract

HOME CARE AGENCY (2025- 2026)
Walla Walla, WA

Ensured a small home care agency transitioned to a fully licensed operation. My responsibilities were HR, accounting, compliance and initial license. I was the agency administrator responsible for obtaining the initial license. The agency experienced 2x MRR during my tenure and I was able to deploy an EMR and HRIS during that same period.

— Doubled staff and MRR in the first 3 months
— Successfully handed off the administrative role per policies I composed.

Corporate Operations, Contract

INNOV8.AG (2021- 2024)
Walla Walla, WA

Innov8.ag is an AgTech startup focused on data-driven solutions for modern agriculture. I provided strategic operational support, helping the company scale and adapt to evolving market demands. My work involved refining internal processes, assisting in capital-raising efforts, and guiding team development. This role combined hands-on operational leadership with strategic planning to support business growth in the AgTech space.

— Optimized staff & systems, improving efficiency and resource management.
— Pre-seed capital raise & due diligence, facilitating investor readiness.
— $800k in multi-year Contract Management, $840k pre-seed raise

Digital Workplace Manager

SAPERE CONSULTING (2021 - 2022)
Walla Walla, WA

Sapere Consulting is an energy-focused firm with a distributed workforce. I played a key role in maintaining the company's digital infrastructure, ensuring compliance with cybersecurity standards, and supporting financial and business continuity operations.

— Implemented CMMC IT security measures, ensuring regulatory data protection
— Maintained financial controls & business continuity, optimizing digital workflows
— 2 CFOs, 35-member distributed team CMMC compliance

Advanced Tier Billing Support

OPTIMIS PT (2014 - 2016)
Los Angeles, CA.

OptimisPT is an enterprise electronic medical records (EMR) software company specializing in physical therapy practices. I provided high-level medical billing support, training, and product insights to optimize revenue cycle management (RCM) for clients.

— Enterprise-level training & support, ensuring EMR integration and compliance.
— Collaborated on software development & user experience, product owner
— Support desk for 1600 institutions and 64k end-users, conversion to ICD10

WHY ME?

My experiences go back further to include Four Seasons concierge and even further back to being an assistant to my family's marketing firm. My diverse background and 'go figure it out' approach affords me exposure to workflows from many domains. In my most recent consulting, I find myself drawn to multifaceted problems that require multidisciplinary collaboration. My experience involving diverse perspectives is a feature of my leadership style that I contribute to my most successful projects.