



## Chris Lacey

Experienced leader in the ICT and digital space,  
with extensive exposure to the not-for-profit sector.

Based in London / East Anglia, United Kingdom

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Date of Birth: March 1979 Citizenship: British

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### Qualifications & Affiliations

- Degree:** MEng (1<sup>st</sup> class Hons) Electronic Systems Engineering with Management Studies
- A Levels:** Mathematics, A Biology, A Chemistry, B General Studies, A
- GCSE:** 6 A\*'s, 4 A's, 1 B
- Accreditations:** Microsoft Certified Application Developer (in both Web and Windows)
- Certifications:** Harvard Business School Management Essentials & Leadership Essentials  
PRINCE2 (Project Management) Foundation & Practitioner, ITIL (v3) Foundation
- Memberships:** Member of the British Computer Society  
Associate Member of the Institution of Electrical Engineers

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### Current Positions

**Digital Lead, Oficina de Proyectos (Center for Projects), ICM**  
Cra. 77B # 45G - 88 Barrio el Velódromo, Medellín, Colombia  
August 2017 – May 2019 (part-time, Colombia-based to gain field experience)

- Led Digital Transformation programme within the organisation; responsible for the development of all new digital assets (fundraising, monitoring & evaluation, patient records) and user training. (ASP.NET Core MVC, HTML 5, Azure DevOps)
- Developed cloud strategy, resulting in migration of legacy systems to Windows Azure (implementing Azure AD Single Sign On), all organisational Email accounts to Office 365, and internal communication to Sharepoint Online.
- Launched Data Transparency initiative, implementing Business Intelligence tools; resulted in the organisation being one of the first Colombian NGOs to publish full “drill-down” expenditure and income data through Power BI.
- Obtained external funding and developed web-based information service and beneficiary management system for a consortium of 27 agencies working with Venezuelan refugees. Working with NetHope, rolled out internet access to all sites. (PHP, Drupal 8, Meraki)
- Implemented responsive web site (Drupal 8) and field-staff training programme.

**Director and Principal Consultant, W3 Group**  
June 2017 – present

- Provision of software development and architecture consultancy to civic/private sector clients
- Current client: **Two10Degrees Ltd.** (Australia / UK) (ASP.NET Core, Vue, Dapper, SASS)
- Former clients: **Deloitte, Heart Cells Foundation, PurposeDriven, Royal London Insurance**

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### Former Employment

**Head of ICT, Christian Aid**  
Lower Marsh, London, SE1 7RL, UK  
June 2014 – May 2017

- Head of division and budget holder for global ICT department of 31 staff and £2.5m pa opex
- Member of organisational Senior Management Team and Operations Management Group, regularly reporting to the Board and engaging with Board members.
- Development of IT strategy and cloud migration roadmap, including responsibility for rolling out Office 365 and migration of various legacy systems to Microsoft Windows Azure hosting. Resulted in a reduction in departmental spend of 2.6% (Y1) and 12.2% (Y2).
- Initially contracted to plan and oversee a full application refresh; achievements include:
  - Phase 1 implementation of new CRM (running tender, selection and team recruitment),
  - Technology selection and team recruitment for development of new Drupal 8 web site
  - Architecture of new online donations pages, increasing conversions by 251%.
- Responsible for global Desktop Refresh (migration to Win 10 and laptop/hybrid only model): running tender, selection and rollout. Resulted in a capex saving of 44% over 4 years.
- Implementation of agile working (hot-desking) and rollout of new videoconferencing system, resulting in 16% reduction in organisational carbon footprint and 40% reduction in occupancy
- Restructured teams across the ICT department to implement a DevOps model.
- Initiated a Digital Data Gathering Initiative, personally overseeing pilots in Sierra Leone, India, Nepal, Burkina Faso and Ethiopia – see <https://bit.ly/2OWkg3J> and <https://bit.ly/2QZ7h0t>

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**ICT Consultant**, Gilbert Agricultural and Rural Development Center (contracted by USAID)  
Mercers Creek, Antigua, West Indies  
January 2011 – December 2013

- Drafting and submission of proposals to USAID and EuropeAid for IT-related projects in the Caribbean, including budgets, logical frameworks and operating plans.
- Subsequent project management of a two-year \$5m USD project in Antigua, St Lucia and Grenada, involving all communication with donor and responsibility for all outputs.
- Line management of 3 permanent project staff and 23 contractors.
- Requirements capture and development of web-based monitoring and evaluation system, for use across the Caribbean (C#, ASP.NET MVC, HTML 5, jQuery, LINQ, T-SQL, Entity Framework)
- Migration to Windows Azure to scale up application for use by other USAID-funded projects.
- Performance optimisation of real-time communications module by re-architecting in Node.js
- Training of staff and stakeholders; presentation of system at various conferences.

**Director and Senior Developer**, AWS Central Europe s.r.o.  
Na Poříčí 1071/17, 110 00 Prague, Czech Republic  
July 2006 – December 2010

- Creation of a new start-up in Prague (acting as a sister entity to the UK company) involving formation of a Czech limited company, with full obligations for all legal reporting.
- Recruitment and line management of 7 employees, involving mentoring, training, appraisals.
- Project management, technical leadership and client liaison for projects undertaken by team (Primary technologies: C#, ASP.NET MVC and Web Forms, LINQ, T-SQL, WCF, Xamarin Windows Azure: Web & Worker Roles, Queues, Table Storage, SQL Database)
- Re-architecture of on-premise satellite tracking system in the cloud; invited to work with Microsoft to produce PoC on pre-release Windows Azure platform (codename “Red Dog”)
- Responsible for quality management and control (implementation of automated testing tools, unit testing, continuous integration, conducting code reviews and security reviews, etc.)
- Definition of working processes across the UK and Czech development teams (15 developers), including implementation of SCRUM.
- Responsible for resource management and project planning for the extended team.
- Return of company ownership, as a stable and profit-making entity, to the UK company.

**Software Developer and Senior Software Developer**, Active Web Solutions Ltd.  
Broomvale Business Park, Ipswich, IP8 4JU, UK  
December 2002 – April 2006

- Primary developer and architect of backend services for the RNLI’s MOB Guardian sea-safety system, the only system ever to have won three separate British Computer Society awards (C# - Multithreaded console and WinForms applications, ASP.NET, T-SQL)
- Simulation of high-volume messaging scenarios, analysis and optimisation of database and system performance by use of SQL Server Profiler.
- Analysis of failure scenarios, and architecting failover systems using SQL Server Replication.
- Embedded systems programming, including applications for the .NET Compact Framework.
- Architecture of satellite-based systems and networks.
- Provision of consultancy, requirements capture and training to clients.
- Development of intranets and extranets, including enterprise application integration.
- Account Manager for five corporate customers (systems in excess of 1000 users).

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## Education

**Aston University** (School of Engineering and Applied Science) / **Aston Business School**  
September 1997 – June 2001

- Masters degree in Electronics, Computing, Telecoms and Management (MBA programme)
- Awards for Highest Grade MEng Student (1<sup>st</sup> and 3<sup>rd</sup> years), and for Best Masters Thesis

**Colchester Royal Grammar School**  
September 1990 – July 1997