

FRASER RACKHAM

Head of Engineering

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EXPERIENCE

Head of Engineering

Speakers for Schools

05/2023 - Present

- Led engineering teams to drive product delivery, enhance developer outcomes, and oversee major changes aligned with the charity's strategic goals, sustaining morale and retention through contractor reductions that saved over £600k.
- Achieved a high-performing engineering operation aligned with DORA/Accelerate research by reducing release frequency (from 2 months to 2 weeks in Q1/2 2024) while sustaining low change failure rate and 99.95% uptime, resulting in cost-per-user reductions and improved user satisfaction (tracked by NPS across user types).
- Regularly attend and act at SLT meetings in any absence of the Technical Director, and member of the Programme Board focusing on business plan execution and product fit.
- Mentored technical leads on process transformation and team leadership, fostering a high-performance culture focused on professional growth, operational excellence (e.g., support SLAs, Azure Data Factory, SQL change control), and best practices such as more frequent and stable release cycles and feature flagging.
- Worked with high performers to broaden and deepen their roles, while also taking other employees through PIPs (performance improvement plans), with significant improvements in both cases against goals and retention of the staff involved.
- Sustained quality outcomes during a drop of QA team size from 4 to 1, tracked by external pen tests, internal bugs and Azure Defender for Cloud security scores.
- Led architectural strategy, working hands-on with backend and frontend leads to implement event-driven architecture, integrate systems to reduce system creep and costs and deprecate unneeded services.

Development Manager

Speakers for Schools

03/2022 - 04/2023

- Line management of developers with attention to professional development, targeted feedback and knowledge sharing, with our team having the highest retention rates in the charity over a 3 year period.
- Remained an individual contributor and code reviewer,
- Advocated for and managed end-of-life of mobile application and handoff from our external contractors to internal team ownership of products, saving the charity on the cost of maintenance
- Regular internal and external stakeholder collaboration with programme and product specialists, key technology vendors, consultants, and other external stakeholders Azure CSP, recruiters), such as presenting security outcomes to the leadership group
- Provide strategic tooling such as skills gap analysis using a skills matrix, analysis of DORA metrics and departmental KPIs and running blameless postmortems (both inside and outside of the department), leading to a focus on areas with single points of failure and targeted capacity planning for quarterly delivery.

Speakers for Schools

Team Lead (Youth Card Mobile App)

06/2021 - 02/2022

- Ran a contractor-heavy team to recover, launch and rollout a crossplatform mobile app serving discounts and opportunities to young people in state education
- Implemented release management and change control practices, managed technical debt and rearchitected approach to existing mobile application to increase delivery speed and quality

SUMMARY

I'm a proactive software engineering leader and product delivery, with a strong commitment to aligning development practices with strategic goals. A passion for enhancing team dynamics, fostering professional growth, and implementing efficient processes is evident.

My experience in managing engineering operations has led to significant improvements in delivery frequency and system reliability, with a clear focus on sustainability and cost-effectiveness, reflecting a genuine dedication to driving positive impact within a mission-driven environment.

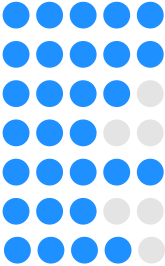
I became a software developer in YEAR, after a career as a school Data Manager and Senior Leader for non-teaching staff.

Automation, joy in the right solution. Side projects AI, JIRA automation,

This CV only provides a summary of the technologies I've used and my background in schools and education — please get in touch if you'd like a fuller view of these areas.

Areas of Focus

- Technical Direction
- Team Management
- DevOps & CI/CD
- .NET stack (C#)
- Automation
- AI
- FE development



KEY ACHIEVEMENTS



Cost-saving Initiatives

Saved over £600k by optimizing team structures and enhancing efficiency through strategic pay reviews.



Improved Release Cycle

Reduced release frequency from 2 months to 2 weeks without increasing the change failure rate.



Enhanced System Stability

Achieved 99.95% uptime (azure 95% sla), reducing cost per-user and boosting NPS through strategic system enhancements.



Improved Release Cycle

Reduced release frequency from 2 months to 2 weeks without increasing the change failure rate.

EXPERIENCE

Speakers for Schools

Senior Developer

11/2020 - 05/2021

- Full stack development of legacy application and replacement with a microservices-based portal.
- Full recovery of legacy infrastructure after a significant outage in first month of employment, demonstrating strong problem-solving abilities and resilience under pressure.

Software Developer

Chess ICT

03/2020 - 10/2020

- Full stack development of multiple related legacy and greenfield portals, both cloud and on-prem.
- Billed client work for a Teams chatbot responding via natural language, using Azure / Azure Cognitive Services, using existing FAQ information to respond to user questions

Software Engineer

BeyondTrust

07/2019 - 03/2020

- Full stack development of existing privileged access management solution using Agile and TDD practices.
- Developed SaaS iteration of existing product using Azure, ARM templates, Azure DevOps and bespoke scripting tasks.
- PoC work on an Azure developer portal, triggering deployments using the Azure DevOps REST API to allow orchestration of individual customer instances of releases.

Junior Full Stack Developer

Peninsula Business Services

10/2018 - 07/2019

- Full stack development of administration hub for managing cross-system settings for Finance systems Angular / C# WebAPI / Entity Framework / SQL backend) using Agile and TDD practices NUnit).
- Responsible for UI Angular / Typescript in Visual Studio Code), Code/API C#) and DB SQL finance systems (mainly insurance policies) across all companies within the group
- Analysis and implementation of bugfixes across estate, such as Angular routing issues, environment configuration, updated internal and external Node packages, created data services and new components

Junior Developer

Peninsula Business Services

03/2018 - 10/2018

- Placed with Salesforce team to lead on a data migration project for an acquisition, a migration of 7 million customer records from an undocumented, fragmented SAP system to an existing live Salesforce org via SQL Server/SSIS, meeting the challenging acquisition compliance deadline.
- Developed a Salesforce logging application used across 3 companies' Salesforce orgs to monitor declarative (flow and process) and code system failures (asynchronous and synchronous logging)

Graduate Developer

Peninsula Business Services

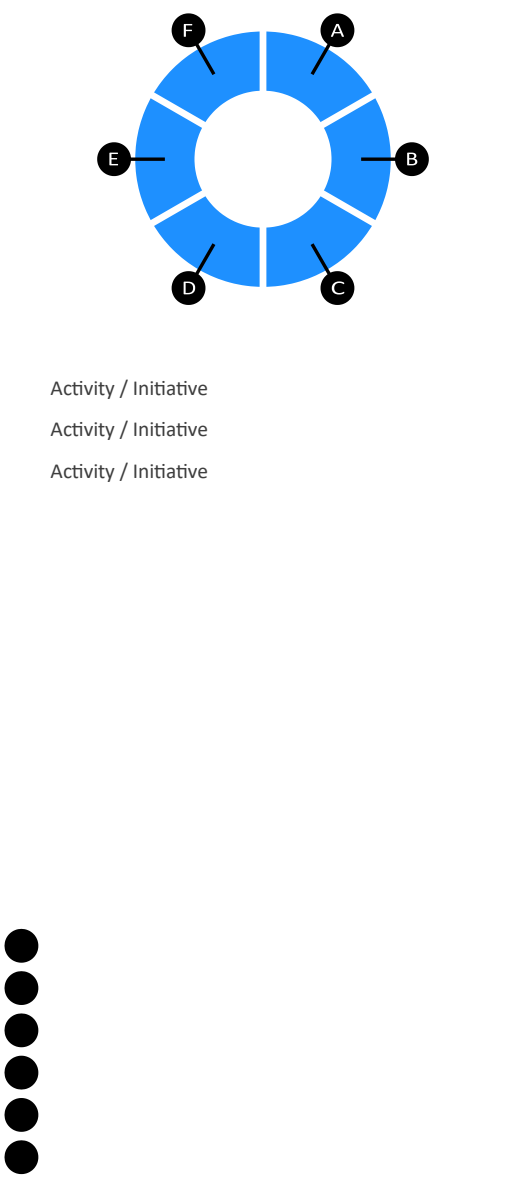
09/2017 - 03/2018

- Raised C# NUnit test coverage and JS e2e test automation, while developing a Salesforce GDPR request handler using a self-developed reflection library in Apex C# to handle dynamic datasets within restrictive Salesforce API limits.

SKILLS AND TECH

Agile, Angular, Azure (ARM Templates, Azure Active Directory/Entra, Azure Data Factory, Azure Functions, Azure SQL, Azure Web Applications), Azure Devops, C#, Cypress, E2E testing, Entity Framework, GitHub, Github Actions, Github Copilot, Jasmine, JIRA family (JIRA, Confluence, Compass, JIRA App development), Karma, npm, NUnit, Playwright, Postman, PowerShell, Protractor, React, REST, Salesforce Development, SAP, Selenium, SonarQube/SonarCloud, SOQL, SQL, SSIS, TypeScript, Visual Studio, Visual Studio Code, WebDriver, WordPress, YAML

MY TIME (REPLACE WAKATIME)



EXPERIENCE

Graduate Developer

[Peninsula Business Services](#)

📅 09/2017 - 03/2018

- Raised C# NUnit test coverage and JS e2e test automation, while developing a Salesforce GDPR request handler using a self-developed reflection library in Apex to handle dynamic datasets within Salesforce API limits
- Worked with business analysts to create dynamic reporting of Agile processes across all teams (e.g. burndown, bug tracking and work-in progress tracking)

Data and Assessment Manager

[The Barlow RC High School](#)

📅 09/2016 - 09/2017

- Completely replaced critical assessment data analysis systems on MIS within first half term to account for lack of existing systems. This allowed all staff to see the achievement of each student, at all times.
- Allowed all staff to see the achievement of each student, at all times

School Performance Data Manager

[Parliament Hill School](#)

📅 01/2014 - 08/2016

(Concurrent uplifted senior leadership role as Lead School Business Manager from 06/2014

- Managed MIS for staff and student data. Support wider staff body with data literacy, office skills and training. Legal responsibility for DPA/FOI compliance. Member of senior leadership team reporting to the Headteacher, with line management of Finance Manager, HR Manager, Admin & Governance Manager, Cover Manager and Data Assistant.
- Responsibility for data management and systems such as Alps, 4Matrix, RAISEonline and SIMS Assessment (MIS), including designing reports such as compliance returns (determining school funding) and responsibility for tracking of KS3-5 student data using both MIS and self-developed, bespoke solutions.
- Worked on strategic planning, including introducing a risk management heatmap and successful external audits of Finance, HR and Data, as well as an analysis of non-teaching staff roles prior to a restructure and the use of automated reporting tools to reduce workload at all levels of the organisation.
- Outreach acting as a trainer for a local 'requires improvement' school, developing their data management practices, and presented to moderate (50+) audiences on schools' data. I have also presented at the Capita SIMS national partnership conference on using data during a restructure of non-teaching staff.

Director of Data Analysis

[Grey Court School](#)

📅 10/2012 - 01/2014

- Appointment to the senior management team with wider leadership responsibilities.
- Development of an internal dashboard for the leadership group, pushing for data-driven decisions.
- Measurement of school and national policies, such as the impact of new KS4 accountability measures, on whole school areas ranging from timetabling and curriculum implications to in-year internal assessment.

EDUCATION

MSc Informatics (Computer Science)

[Kingston University](#)

📅 2011 - 2013

Distinction

MA Applied Linguistics

[University of Nottingham](#)

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📍 Location

2004 2005

BA English Studies

[University of Nottingham](#)

📅 2001 2004

📍 Location

- 2 1 University of Nottingham (-)