

Tom Lacy

512.423.6664
Austin, TX

tomalacy@gmail.com
www.linkedin.com/in/tomalacy

SUMMARY

Results-driven executive leader with a proven track record for building world-class teams and delivering high quality products on schedule. Strong leadership and technical skills in the following areas:

- Team leadership and development
- Expense and capital budget management
- Project management and oversight
- Outsource and remote team leadership
- Software lifecycle process improvement
- Operational metrics and visibility
- Vendor/Tool evaluation and selection
- Agile/Lean coaching and leadership
- AI use in SDLC and products
- SaaS / AWS / Azure /On prem

PROFESSIONAL EXPERIENCE

Quorum Software, Houston, TX (Acquired by Francisco Partners 2025)

2019-2025

Executive Vice President, Engineering

- Reporting to the CEO, led Development, Architecture, Quality, DevOps, and Cloud Operations.
- Transformed engineering team to focus on end-to-end ownership of the customer experience and metrics that matter. Quorum was a services led organization and we transformed to a market and product led organization.
- Revenue growth from 185M in 2019 to 430M forecast in 2025.
- Grew team from 160 to 420 through organic growth and M&A.
- ~\$50M budget responsibility.
- Lead due diligence and technology/team integration for 6 successful acquisitions.
- Delivered a successful "On Demand" SaaS solution that became the highest growth product line.
- Delivered AI features into production and used Github Copilot across much of the team to improve productivity, AI awareness, and usage. Established AI focused team - Claude Code, Windsurf, etc...
- Improved key financial metrics for R&D through successful development of low cost centers moving from ~20% of revenue to ~15% spend on R&D. Quality, NPS, and employee engagement have improved after this transition.
- Led cross portfolio effort to standardize key engineering team metrics for internal and BoD reporting.
- Acquired by leading PE firm Francisco Partners May 2025.

BAZAARVOICE, Austin, Texas (Acquired by Marlin Equity 2018)

2014 – 2019

Vice President, Engineering

- Responsible for the core Platform, API, Quality, and Product Knowledge teams.
- Team of 100 engineers - 1/3 recruited over tenure
- Owned the relationship and \$16M budget for hosting providers and software vendors.
- Had \$27M budget responsibility.
- Partnered with cross-functional leadership to develop corporate goals and product roadmaps.
- Reduced hosting expense by ~2M through platform and provider consolidation while platform use increased by 30%.
- Improved core product response times by 20% while reducing hosting cost through architectural improvements; resulted in improved customer satisfaction and NPS scores.
- Quarterly Board of Directors and operations review content development and presentation.

Vice President, Engineering Operations and Quality

- Led Engineering Operations, Quality Assurance, and Product Knowledge teams.

- Improved collaboration and processes with Support to drive improved client satisfaction.
- Led quality initiatives that resulted in client reported defect reduction YoY.
- Worked across R&D to develop and deliver agile training focused on Lean/Kanban.
- Mentored senior leaders across the company.
- Developed metrics and processes for team visibility on team/service health and product quality.
- Successful acquisition by Marlin Equity in 2018

BLACKBAUD, Austin, Texas

2007 – 2014

Vice President, Quality Assurance

- Led Quality Assurance globally after the acquisition of Convio in 2012.
- Aligned QA organization around key teamwork principles and a client focused quality vision.
- Developed quality metrics for an internal team score card.
- Hosted a "QA Summit" to bring the acquired and acquiring teams together for relationship development, goal setting, and establishing a culture of learning and sharing.
- Focused the management team on improving employee engagement through autonomy, mastery, purpose, and teaching the fundamentals of responsibility in an agile environment.

Director, Quality Assurance (CONVIO, acquired by BLACKBAUD 2012)

- Fundamentally changed engineering by recruiting a world class QA team. The results were a steady increase in client satisfaction and improved engineering team productivity and velocity.
- Hired key leaders in test automation.
- Led an effort to teach and document Scrum/Agile best practices.
- Introduced a client preview program resulting in positive feedback from clients and improved release quality.
- Led initiatives to push quality upstream in the release cycle - unit testing, CI/CD, test automation.
- While the number of clients, lines of code, and product adoption more than doubled, client reported defects decreased.
- Started a successful internship program with UT.
- Awarded an annual Convio Star award recognizing the top 5 employees.

MIRAGE NETWORKS, INC., Austin, Texas

2005 – 2007

Director of QA and Support

- Introduced several tools for managing the test and release process, including automation of core and UI regression testing. Resulted in customer reported issues declining over time.
- Reorganized the QA team to reduce manual and duplication of effort and added key automation roles.
- Developed a Customer Support Dashboard providing visibility on key metrics.
- Participated in onsite customer visits to build relationships and understand business needs.
- Implemented SLAs for customer support and reduced the time to close support incidents by 50%.
- Remained technically involved with every release.

RENEWDATA CORPORATION, Austin, Texas

2004 – 2005

Director of Engineering

Director of Quality Assurance

PERVASIVE SOFTWARE, Austin, Texas (IPO 1998)

1996 – 2004

Director of Development and Quality Engineering

Director of Quality Engineering

Quality Engineering Manager

Senior Lead Quality Engineer

SCHLUMBERGER, Austin, Texas

1991 – 1996

Commercialization Manager, 1994-1996

Customer Support/Training, 1991-1994

Volunteer/Associations/Certifications

- Advisory Council for the College of Science and Engineering, Texas State University
- Agile Austin

EDUCATION

MA - Geography, 1990

Texas State University, San Marcos, Texas

BA - Geography & Planning, 1987

Texas State University, San Marcos, Texas