

Bruce McLachlan

SOFTWARE ENGINEERING MANAGER | SOLUTION ARCHITECT | PROJECT DELIVERY

Email bruce@mclachlan.nl
Phone +31 681 244 141
Skype [bruce800620](https://www.skype.com/people/bruce800620)
LinkedIn [linkedin.com/in/brucemclachlan](https://www.linkedin.com/in/brucemclachlan)
Web bruce.mclachlan.nl
Location Netherlands

About me

Motivated by formulating solutions that create value for customers while at the same time building and leading teams that are trusted and empowered.

I am passionate about leadership, specifically leading teams of highly skilled technologists. I believe in creating trust and empowering my people through removing obstacles so that they can work efficiently.

Over the course of my career I have added value in all aspects of business development and project delivery ranging from managing client relationships and identifying new opportunities to giving development advice and debugging code. I am able to quickly switch context and communicate appropriately and effectively at different levels.

I have a strong software engineering and architecture background. My focus at the moment is on Managing and Delivering Omni-Channel Digital Banking solutions for Backbase across the EMEA and LATAM regions. I provide value to my company and clients by combining technical expertise, leadership, and business acumen.

My technical skills are complemented by business skills, I hold a Postgraduate Diploma in Business Management at Wits Business School. I am experienced in delivering software projects across industries, including Telecommunications, Health Insurance, Finance, Investment Banking, Commercial Banking, Mining and Resources, using custom built, COTS, and open source solutions. I am comfortable working on-site or remote, and have extensive experience working remotely with customers and managing distributed delivery teams.

Specialities: technical team leadership and line management, customer engagement management and delivery, modern software architecture, cloud architecture, building and leading teams, bridging gap between IT and business.

Education

PDM (Postgraduate Diploma in Management), Business Administration | Wits Business School | 2011 – 2012

MEng, Master of Software Engineering (though JCSE) | University of the Witwatersrand | 2006

SCWCD | Sun Certified Web Component Developer | 2003 – 2003

SCJP | Sun Certified Java Programmer | 2002 – 2002

Computer Programming Diploma | CTI (Computer Training Institute) | 1999 – 2000

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Work experience

January 2017 – Present

Software Architect Lead (EU) & Technical Director (LATAM) @ Backbase

- I help financial institutions globally to create, manage, and optimize secure omni-channel customer interactions
- Through technical leadership I help leading banks and financial institutions all over the world to implement Backbase products and accelerate their digital transformations
- As a Technical Director and Lead Solution Architect, I oversee a portfolio of customer engagements.
- I manage both my team's results and client expectations
- Leading multiple delivery teams, I am on top of new developments and near-future demands, translating project insights into product vision
- Being part of the management team for multiple projects, together with the customer services manager, the delivery manager, and the operations manager, I am responsible for the success of our customers
- In this role, it comes down to my expert technical knowledge as much as my leadership and stakeholder management skills
- I contribute with my technical knowledge, technical team leadership experience, consulting expertise, and business acumen

January 2016 – October 2016 (10 months)

Senior Middleware Architect (Middle-east, Turkey, Africa) @ Red Hat

Project Delivery

- Analysis, Architecture, Design, Implementation and Testing for Red Hat Middleware products
- Provide consulting services and Middleware expertise to customers
- Provide Middleware SME services, mentoring, guidance on best practices, and recommended implementation approaches
- Manage end-to-end project engagement and delivery

Architecture

- Focus on Red Hat Enterprise Middleware offering, including: JBoss Enterprise Application Server, JBoss Fuse, Apache Camel, A-MQ, and related technologies
- Support development teams to resolve technical challenges
- Analyse customer needs and deliver highly available and scalable architectures

July 2012 – December 2015 (3 years 6 months)

Software Engineering Manager @ Accenture

Project Delivery

- Manage project delivery for multiple concurrent projects
- Oversee and contribute to entire project lifecycle
- Drive initial client engagements and manage the relationship
- Understand client's political landscape and power map
- Consider client's financial position and expectation
- Facilitate workshops to define project objectives and scope
- Propose a solution plan for the new initiative and iterate through options with all stakeholders
- Obtain contract signoff and mobilize resources
- Oversee internal resourcing across all projects and ensure the right people are working on the right projects
- Utilize global resource capabilities and manage resource assignment for project delivery from India, South Africa, and Mauritius
- Facilitate Planning, Analysis and Design workshops
- Work closely with technical leads to ensure timely delivery
- Manage any blockers during project implementation and find creative solutions

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- Oversee project closeout and handover to support teams
- Manage project finances from initiation to close-out

Technical

- Solution architecture, Technical architecture, Software architecture, Integration architecture
- Drive technical architecture discussions with client, and managed technical work streams
- Implemented functionality using Agile/Scrum approach
- Completed all work stream activities ahead of schedule and made capacity available to assist other teams
- Support development teams to resolve technical challenges
- Review code and recommend better approaches
- Review functional and technical documentation and ensure high standards

Community

- Work with HR to drive recruitment initiatives, perform technical interviews and vetting of candidates
- Advise on technical competency level of candidates and propose level for appointment
- Run internship programme for systems integration candidates to identify quality people and build the junior levels of the workforce
- Responsible for running the Systems Integration Capability at the South African Delivery Centre

January 2008 – July 2012 (3 years 4 months)

Technical Team Lead @ IBM / MTN

- Led team of 12 developers and support engineers
- Liaison between Business and Dev/Ops teams
- Liaison between local and IBM India teams
- Manage resource allocation and project management
- Ensure operational stability of Contact Centre applications
- Solutions Architecture for central customer information system

November 2008 – December 2009 (1 year 2 months)

Software Engineering Consultant @ EPI-USE

- Led team of 6 developers to complete a 12 month project
- Application design and development mentoring
- Client liaison and requirements analysis
- Design and development of HR system, international client
- Java/SAP integration

October 2005 – November 2007 (2 years 2 months)

Technical Lead @ First National Bank

- Led team of 12 developers to complete a 24 month project
- The pilot for this project ran for 6 months with no downtime or defects
- Played role of junior architect, responsible for many critical design decisions
- Telephony and IVR integration

January 2003 – September 2005 (2 years 9 months)

Senior Java Developer @ Discovery Health

- Completed various projects to enhance and stabilize customer facing web applications and integration to relevant back-end systems

April 2000 – December 2002 (2 years 9 months)

Java Developer @ Rand Merchant Bank

- Implemented various projects for Risk Management and Futures Clearing, primarily JavaEE