Dylan Christopher Lacey

Bachelor of Engineering (Software Engineer), Justice of the Peace (Qualified)

Contact

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Primary Skills

Evangelism

Content Creation

Developer Education

Social Content

Editing & Production

Technical

Ruby

Selenium, **Automated Testing**

Typescript/Javascript

Systems Integration

Serverless/Lambda DynamoDB

CSS/HTML

Developer Evangelist, Speaker, Engineer

Multi-disciplined professional. 20 years experience in software education, development, writing, and enablement. Passionate about improving lives via software, developing teams, and helping developers make great things. Track-record helping companies design/deliver tools, talks, resources, and speak authentically to developers. Engaging, experienced and enjoyable speaker and collaborator with a fun, approachable mien and deep understanding of Developer culture. Fast learner, dynamic thinker, 10 years experience at travel-heavy, full-time-remote work.

Work Experience

Sauce Labs, Inc.

Manager of Developer Relations

August 2020 - June 2023

- Authored strategic plan, securing board approval for six-figure investment in team & tooling.
- Launch-aligned content plan increased conversion for newly launched products by >10%.
- Synthesised Javascript community survey data into actionable report, leading to change in direction for two products, saving 2 months effort.
- Procured, built, launched Community Forum & Slack w/strategic, operational & content plan & automated onboarding.
- Created and delivered product-relevant conference talks. Average speaker rating of 8/10 (see https://dylanlacey.com for talk recordings where available.)
- Planned/Cohosted *Test Case Scenario* podcast; Grew 1000+ subscribers in 3 months.

Software Engineer

June 2015 - August 2020

- Provided detailed technical support across hundreds of tools, frameworks and test setups. Team CSAT scores of >95%; Personal score 98.5%.
- Awarded "President's Club" award in 2020 for outstanding contributions to customer success.
- Created general-purpose and customer-specific tutorials, blog posts, and knowledge-base entries for enablement. Lowered customer tickets by ≈2%.
- Lead the "Genius Bar" at Sauce Con, providing on-demand advice and feedback on customer issues and architectures.
- Outage Incident Manager; Actions directly led to several fortune 500 companies renewing.

Additional Experience

- iOS and Android Development, Testing
- Java, Python, SQL
- Webdriver.IO, Storybook
- Rails, Svelte, SvelteKit, Gatsby
- Docker, GitHub, Github Actions, Jenkins

Interests

- 🕹️ Gaming
- 🧁 Baking
- 🗣️ Linguistics
- 🐝 Beekeeping
- ⛺ Camping

Ruby Developer Evangelist

January 2013 - June 2015

- Lead product management, development, maintenance of company Ruby gem.
- Wrote blogs, tutorials, articles about Sauce Labs within the Ruby ecosystem. Delivered multiple conference talks including StarWEST, PyCon Australia, RailsConf (see https://dylanlacey.com for talk recordings where available).

InvestmentLink

Developer Marketing & Messaging Consultant

January 2016 - June 2019

- Served in an advisory role, developing ideas for holistic approaches to market capture.
- Refined existing marketing messaging with editorial and creative input, along with guidance on efficient reuse.

Black & White Cabs

Software Engineer

March 2011 - Nov 2012

- As a solo developer, designed, built and launched an online taxi booking application w/full featured CI environment.

Software Engineer Team Lead / Scrum Master

GlobalX

August 2007 - May 2009

- Led team of 6 in maintenance of undocumented, legacy applications. Improved internal customer confidence ratings by 50%.
- Trained junior developers; 3/4 achieved promotion to Intermediate within 18 months.

Education

Bachelor of Engineering in Software Engineering

Griffith University (*2001 - 2007*)

Bachelor of Language and Linguistics (Major: Japanese)

Griffith University (*2021 - Ongoing*)