

JAMES LAPSLIE

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PROFILE

Senior IT Developer in UK local government delivering **Dynamics 365 + Power Platform** services at scale. Led delivery across internal stakeholders and external suppliers on a **£6m CRM and digital services programme**, shipping accessible **GDS/WCAG-aligned** journeys and using **AI + automation** to reduce manual effort and improve data quality. Remote-friendly: strong written communication, documentation, and structured delivery.

Async/Remote fit: comfortable collaborating across time zones (UK/SEA), working independently with clear updates, and delivering in small, shippable increments alongside university.

Availability: 10–20 hrs/week, Fully remote, Async-friendly

CORE SKILLS

Microsoft / CRM: Dynamics 365 / CRM, Dataverse, Power Platform, Power Apps (Canvas/Model-driven), Power Automate, Power Pages

Engineering: TypeScript, JavaScript, Java, C#, Python, SQL, Swift • REST APIs • JSON • Integrations

Web: React, Next.js, HTML5, CSS3, Tailwind CSS • Umbraco CMS

DevOps / Delivery: Azure DevOps • Git/GitHub • CI/CD • Azure Pipelines • Docker • Release management • Production support

Data: Data modelling • SQL querying • Data validation & quality automation

AI / Automation: LLM integration • prompt engineering • NLP • embeddings • workflow automation

Standards: WCAG 2.2 • UK GDS Service Standard • GDPR • Agile/Scrum

EXPERIENCE

Shropshire Council (UK Government) — Shrewsbury, UK

Senior IT Developer | Apr 2022 – Present

- Led technical delivery of a **£6m Dynamics 365 + Power Platform** programme, aligning service owners and suppliers (PwC, C-Tech) to modernise CRM and digital services.

- Built and maintained services supporting **320,000+ residents** and **5,000+ staff**, spanning public portals and internal workflows; improved reliability through stronger release discipline and structured change control.
- Created **AI-assisted tooling** (election parsing, directory verification) reducing manual categorisation effort and improving data accuracy by **~80%**.
- Owned accessibility quality for key journeys, embedding **UK GDS Service Standard** and **WCAG-aligned** practices across implementation, testing, and release sign-off.
- Delivered rapid-response solutions during **COVID-19** (food delivery logistics, test-and-trace workflows, PPE distribution dashboards) under tight timelines and evolving requirements.

Dynamics CRM Developer | 2020 – 2022

- Developed Dynamics CRM components, workflows, and integrations supporting citizen-service operations and case management.
- Worked with service teams to translate policy/process into usable digital journeys; improved reporting and data quality through stronger validation and automation.

ICT Trainee | 2018 – 2020

- Supported IT operations and device rollout, contributing to deployment/setup of **1,000+ endpoints** across council sites.
- Built foundations in service support, endpoint management, and stakeholder-facing troubleshooting while progressing into software delivery.

SELECTED TECHNICAL PROJECTS

Morning Buddy (iOS)

AI alarm clock prototype (Swift, Twilio, ElevenLabs, LLMs)
2025 – Present

Designed an iOS alarm experience using AI voice companions; integrated telephony and voice generation services for personalised wake-up interactions.

Uooble

University society search engine (JHipster, Spring Boot)
2025

Built a Google-like search experience for university societies using a full-stack Java/Spring architecture.

Data Classifier

Unsupervised clustering (Java, GloVe, Deeplearning4J/NDArray4J)
2025

Implemented an embeddings-based clustering pipeline to group unlabelled records for discovery and categorisation.

Shropshire CRM Platform

Dynamics 365/Power Platform citizen services programme
2024 – Present

Delivered core citizen-service workflows and portals supporting high-volume interactions and service requests.

EDUCATION

University of Birmingham

M.Sci. Computer Science (Full-time)
Sep 2023 – Jun 2027 (expected)

On track for a **First Class degree** (Year 1: **73%**, Year 2: **76%**)

AWARDS & LEADERSHIP

- Led a team of **8** to win the **Birmingham Project Award** (transformative technology) with **Siemens UK**.
- Led a team of **6** to complete the **Engineering Education Scheme** (6-month challenge) with **GKN Automotive**.
- **Semi-finalist**, Inter-Campus Enterprise Competition 2025.
- **Vice-President**, University Debate Society; recognised at national competitions (judging decorations) and bronze medal at the Birmingham national Pro-Am competition.
- **Shortlisted**, Undergraduate of the Year 2026.
- Currently leading a team of 4 students building **Morning Buddy** (AI alarm startup).