CONNY LAZO

Corporate IT & Compliance Lead · ISO 27001 · EU Cyber Resilience Act · Vienna
E-mail: conny.lazo@gmail.com **LinkedIn:** @connylazo **Web:** connylazo.com

QUALIFICATIONS PROFILE

- Corporate IT and compliance lead in Vienna, in IT since 2005 across Europe and Latin America, from IT operations and service delivery to business applications, program management and information security.
- Runs information security and corporate IT at fiskaltrust: an ISO/IEC 27001 ISMS kept in GitHub, the EU Cyber Resilience Act processes, and Microsoft 365 and Azure security.
- Experience in implementing IT governance frameworks and compliance measures, from SOX IT General Controls to ISO/IEC 27001 (Lead Implementer, BSI), and IT budgeting processes.
- Builds software by directing AI agents, with specs and tests written first; creator of Orchemist, an engine for building software this way, and author of essays on it at connylazo.com.
- Demonstrated ability to lead cross-functional teams, ensuring seamless service delivery and coordinating multi-department efforts throughout the software development lifecycle.
- Skilled in change management and product backlog management, with a focus on continuous improvement and alignment with organizational goals within an agile framework.

KEY STRENGTHS

- ISO/IEC 27001 ISMS
- EU Cyber Resilience Act (SBOM)
- SOX IT General Controls
- IT Service Management
- Product Development and Implementation
- Business Analysis
- Root cause analysis
- Change Management
- Vendor Management
- Stakeholder Management
- Service Level Management
- Agile/Scrum framework
- Requirements Engineering
- Release Management

TECHNICAL EXPERTISE

- Microsoft 365 security (Defender, Conditional Access)
- Microsoft Entra ID (Azure AD)
- GitHub
- AI agent orchestration & MCP
- ITIL
- Jira & Confluence
- Microsoft Dynamics 365
- SQL scripting / RDBMS
- Python programming
- Databricks
- MS Power BI
- Linux/Windows/Unix
- Open Charge Point Interface

PROFESSIONAL EXPERIENCE

FISKALTRUST ▪ VIENNA, AUSTRIA

Corporate IT & Compliance Lead | Information Security and Corporate IT July 2025- Present

Responsible for information security and corporate IT at fiskaltrust, a maker of fiscal-compliance software: the ISO/IEC 27001 ISMS, the EU Cyber Resilience Act processes, Microsoft 365 and Azure, device management, and building the corporate IT team.

Significant Contributions

- Moved the ISO/IEC 27001 ISMS into GitHub: each policy change is a pull request with its reason, approved by the policy owner, so the history shows who changed what, when and why.
- Built automations for the routine ISO 27001 tasks and prepared the ISO 27001 surveillance audit of March 2026; the risk register is moving from a spreadsheet to GitHub issues.
- Set up the EU Cyber Resilience Act processes: a software bill of materials (SBOM) from every build, dependency tracking against vulnerability databases including ENISA's, and procedures for reporting actively exploited vulnerabilities within the legal deadlines, tested in tabletop exercises.
- Set the Microsoft 365 security baseline for the whole tenant, co-designed the Zero Trust conditional access policies (live since February 2026), and led the Microsoft Defender rollout (live since October 2026).
- Designed and built a contract management platform for the legal team: a versioned clause and template library, Word and PDF output in two languages, and an approval workflow; it runs in Azure and is deployed automatically from every passing build.
- Implemented PEPPOL e-invoicing.
- Wrote the company's AI policy, built the security awareness training, and built a training portal for internal tools.
- Led the rollout of customer feedback surveys and of Copilot in Dynamics 365.

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ALLEGO B.V. ▪ VIENNA, AUSTRIA
Senior Business Application Manager | Finance | Europe January 2024- December 2024

Strategic Senior Business Application Manager with expertise in managing business applications within the finance sector. Skilled in change management, product backlog management, and IT governance. Committed to enhancing financial operations through innovative application solutions and strategic planning.

Significant Contributions

- Implemented SOX IT General Controls for two SOX applications, ensuring compliance with regulatory standards
- Managed product backlogs and facilitated change management processes to ensure continuous improvement and alignment with business goals.
- Led initiatives to enhance financial application performance and ensure they are compliant with IFRS 15.
- Collaborated on the creation of a new Tariff Management tool, enhancing the capability to manage and adjust tariffs effectively and at scale.
- Defined and created comprehensive IT-related procedures, policies, and standards, improving operational efficiency and governance.
- Rolled out Databricks for self-service finance reporting, giving the finance team tools for improved business and finance control activities.

ALLEGO B.V. ▪ ARNHEM, NETHERLANDS
Senior Program Manager | Commerce and Payment | Electric Vehicle Platform, Europe January 2022- December 2023

Accomplished Senior Program Manager with a demonstrated history of driving the development and implementation of scalable solutions for the B2B platform. Expert in product vision, roll-out planning, and relationship management. Effective in leading cross-functional teams to deliver comprehensive solutions.

Significant Contributions

- Led the Allego partnership with Fisker, to promote the Fisker Ocean car and Allego. Offered a special subscription of 1 year of free energy on any charge point of the Allego owned network for new Fisker car customers.
- Oversaw the integration of Mobility Service Providers (MSPs) with Allego's roaming platforms, focused on the OCPI peer-to-peer connection.
- Coordinated the enhancements of the billing processes, reducing the runtime from 5 days to 15 hours.
- Drove the development of direct payment services, including NFC and Mobile Application integration, to expand payment options.
- Collaborated with the software development team on crucial bug fixes, reducing technical debt.
- Defined and managed the product roadmap for seven applications, ensuring alignment with business objectives.

ALLEGO B.V. ▪ ARNHEM, NETHERLANDS
Program Manager | Commerce and Payment, Electric Vehicle Platform, Europe January 2021- December 2021

Results-oriented Program Manager with a strong background in managing large-scale projects within the Electric Vehicle Platform. Skilled at aligning project goals with organizational strategy and driving cross-functional collaboration to achieve key milestones.

Significant Contributions

- Led the development of the first version of the Carrefour energies mobile application in collaboration with Carrefour. Coordinated efforts with internal Allego teams and Carrefour's senior management and development team.
- Oversaw the integration of Mobility Service Providers (MSPs) with Allego's roaming platforms, focusing on the OCPI peer-to-peer connection.
- Worked with the software development team to address critical bug fixes, reducing technical debt.
- Designed, prototyped and implemented a User Management solution for the B2B EV Platform.
- Improved the Public Charging Request processes to reduce the rejection rate of authorization requests by 30%.

ALLEGO B.V. ▪ ARNHEM, NETHERLANDS
Demand Manager | Electric Vehicle Platform, Europe August 2020- December 2020

Dynamic Demand Manager with extensive experience in the Electric Vehicle Platform sector. Skilled in demand planning, project management, and strategic execution. Proven ability to collaborate with cross-functional teams to deliver solutions that

enhance user experience and drive sustainable mobility initiatives.

Significant Contributions

- Collaboration with the software development team including important bug fixes to reduce technical debt.
- Coordinated the implementation of the OCPI Tariffs Module to comply with the Authority for Consumers & Markets (ACM) to uphold consumer protection laws
- Defined and created IT-related procedures, policies, and standards, enhancing operational efficiency

COYOTE LOGISTICS ▪ AMSTERDAM, NETHERLANDS

Manager | IT Service Delivery | Europe November 2017- April 2020

Management and administration of all local managerial activities including vendor management, business coordination and communication with the stakeholders of the company. Provide oversight of the working environment. Provide Role Based Access Control administration with AD, Managed Exchange users and writing PowerShell scripts for automating administration tasks. Managed the migration of employees between domains.

Significant Contributions

- Coordinate and resource manage all Local IT activities, including vendor management, be the single point of contact and trusted IT advisor for the business for any communication outside the normal processes, eg. more informal rather than formal.
- Identity Management and user administration with Active Directory.
- Created and supported Microsoft exchange users across 4 locations.
- Wrote a program using PowerShell to administrate user accounts, mailboxes, distribution groups, license assignment, and automate the onboarding and offboarding process of employees.
- Managed Microsoft 365 user licenses using PowerShell and Admin portal
- Administration and support of the Citrix environment for EU users
- Migrated users AD and mailboxes from one domain to another using ADMT (Freightex to Coyote Logistics).
- Management of the expansion projects for new offices in Poland and the Netherlands.
- Conference room setup with AV vendors, implementation of Cisco conference equipment (MX800, SX80)
- Manage and develop staff. Prepare training programs and skills assessment plans, set performance goals and objectives to drive individual and team performance, set metrics, periodically review staff performance, provide regular constructive performance feedback, and prepare mid-year and annual performance appraisal for IT staff.
- Managing external suppliers and vendors, from contracting to managing the related operation expenses.
- Develop and monitor IT expense and capital budgets and monitor performance against these budgets.
- Definition and creation of IT related procedures, policies, and standards

JACK LINK'S ▪ AMSTERDAM, NETHERLANDS

IT Manager | EMEA June 2016 - October 2017

Lead the EMEA IT team and build relations with the senior stakeholders in the business and the Global IT team. Define medium- and long-term IT strategy and roadmap and ensure its execution. Ensure availability of infrastructure and applications. Manage SAP FP&A development team for continuous improvement changes. Built and administration of SharePoint sites.

Significant Contributions

- Define IT strategy for EMEA business in accordance with global IT strategy
- Manage the IT operations for Europe
- Created SharePoint Sites, designed and implemented the governance framework.
- Designed and created a SharePoint workflow for the accounting team to manage invoices.
- Identity Management and user administration with Active Directory.
- Created and supported Microsoft exchange users.
- Evaluate SAP FP&A modification requests and coordinate business process modifications together with Global IT Management
- Project Manager for the Manufacturing Execution Systems (MES) Implementation for the Ansbach Plant in Germany. Wrote a request for proposal and drove the decision process for the best choice of MES solution for the Ansbach manufacturing plant.
- Member of the Steering Committee group for the implementation of the Sales Planning Tool
- Managing external suppliers and vendors, from contracting to managing the related operation expenses.

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- Develop, monitor IT expense, capital budgets and monitor performance against these budgets.
- Pro-actively assesses and communicate project and investment risks
- Created Project process for transition to support.
- Manage the IT-budget including regular analysis and changes
- Definition and creation of IT related procedures, policies, and standards

INTERNATIONAL FLAVORS AND FRAGRANCES ▪ SÃO PAULO, BRAZIL
Regional IT Manager | Operations and Infrastructure | Latin America April 2012-May 2016

Seamlessly administer all local managerial activities including vendor management, business coordination and communication with the stakeholders of the company. Provide accurate and competitive analysis of key details regarding business activities and initiatives for sustained business improvement across the several countries of the Latin American region and departments of the company. Provide oversight of the working environment, value of the business and worked on business intelligence activities. Conducted innumerable training programs and formulated skills assessment plans, performance management plans for the mid-year and annual performance appraisal of workforce with a keen observation on the financial and budgeting of the company.

Significant Contributions

- Coordinate and resource manage all Local IT activities, including vendor management, be the single point of contact and trusted IT advisor for the business for any communication outside the normal processes, e.g. more informal rather than formal
- Own and report on the IT service performance in the region within the boundaries given by the Corporate IT organization.
- Provide the IT organization with accurate, complete and timely region related (customer/ end-user) information and initiatives/activities requiring regional and/or global support, not covered by the normal Demand IT processes
- Continuously drive improvements, cooperate across the various regions and with IT management to improve: (1) The working environment of Local IT; (2) The Services and how they are received by IT and the Business; (3) The value to the business by optimizing services to become more efficient and effective.
- Chair the regional weekly IT meeting, distribute minutes, and follow up on action items
- Manage and develop staff. Prepare training programs and skills assessment plans, set performance goals and objectives to drive individual and team performance, set metrics, periodically review staff performance, provide regular constructive performance feedback, and prepare mid-year and annual performance appraisal for IT staff
- Develop and monitor IT expense and capital budgets and monitor performance against these budgets.
- Expanded lifecycle management processes from workstations to printers
- Created Project process for transition to support.
- Review & harmonize service portfolio of the End User Support Organization.
- Coordinated the creation of a new hire training video program for new employees of the company worldwide, training translated in 5 languages (Chinese, Portuguese, French, Dutch and English) both voice and transcript.

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EARLIER CAREER

Project Coordinator | International Flavors and Fragrances | Jun 2010 – Mar 2011

IT Analyst | International Flavors and Fragrances | Jul 2009 – April 2012

Technical Support Engineer | Synerway | Jul 2008 – May 2009

Technical Leader | Nexeya | Dec 2006 – Jun 2008

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PROJECTS AND WRITING

- **Orchemist (2026):** an engine for building software with AI agents, specs and tests first; every line of its code was written by AI agents. Six releases on PyPI under the MIT License, over 7,000 automated tests run in CI on three Python versions, and an MCP server.
- **The Long Landing (2026):** a climate scenario for the century, not a prediction, with a timeline to 2100, a globe of nineteen data layers, essays and a film, at thelonglanding.com.
- **Writing:** 44 essays since February 2026 on technology and work, many of them on building software with AI agents, at connylazo.com/blog.

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EDUCATION

Bachelor of Science (Honors) in Engineering Management
University of Lincoln, Lincoln, UK (2018-2021)

Business and Technology Education Council "First Diploma"
Lycée Jean Rostand, Offranville, France (2001)

CERTIFICATIONS

- ISO/IEC 27001 Lead Implementer (BSI, November 2026)
- Microsoft Certified: Azure Fundamentals
- PSPO (I)

LINGUISTIC SKILLS

- English: Bilingual Proficiency (C2)
- French: Bilingual Proficiency (C2)
- Portuguese: Bilingual Proficiency (C2)
- Spanish: Fluent (C1)
- German: Elementary (A2.2)