

Michael Chambers

Senior Software Engineering Manager

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Senior engineering leader with 10+ years in regulated iGaming. At Bede Gaming I've led up to four direct reports and 15 engineers, accountable for engineering priorities, roadmap, capacity allocation and technical direction across player registration, profiles, identity and authentication. Delivered the player onboarding components for four regulated market launches and drove a migration of 100k+ players and millions of transactions. Experienced in regulatory compliance, high-availability services, engineering efficiency and developing future engineering leaders.

Experience

Bede Gaming

Mar 2016 to present, Newcastle upon Tyne (hybrid)

B2B iGaming platform provider powering online casino, bingo and sports operators.

Senior Software Engineering Manager

May 2023 to present

Led up to four direct reports (engineering managers and a staff software engineer) and 15 engineers across **Registrations, Player Profiles, Authentication and Identity**: the services behind every player's sign-up, login and identity checks. Owned prioritisation, roadmap, capacity allocation, defect and tech-debt decisions and the technical design of large-scale features, agreeing priorities with product owners and compliance teams.

- **Delivered the player onboarding components for four new regulated market launches** (Germany, Ontario in Canada, Brazil and New Zealand), including modular site access and the registration changes operators needed to go live, scaling capacity with contractors for Germany and Ontario. Configurable multi-tenant capabilities let Brazil and New Zealand share one environment rather than needing separate market environments.
- **Drove the migration of 100k+ players and millions of transactions from another provider**, delegating workstreams across internal teams and an external data migration specialist while keeping data integrity, reconciliation and customer continuity.
- **Owned the engineering implementation and ongoing compliance of my services across jurisdictions**: UK Gambling Commission requirements including GamStop and GamProtect, Germany's LUGAS and OASIS, Ontario's AGCO rules, and identity, AML and risk-monitoring checks through specialist providers.
- **Managed two release cadences side by side** for an operator on a twice-yearly release cycle while the platform shipped every two weeks, planning scope, capacity and release risk around the mismatch.
- **Met a 99.99% uptime SLA** for login, registration and identity, the services every player passes through.
- **Led AI-assisted engineering improvements**: an estimated 74% less effort on the .NET 10 upgrade than on .NET 8, five back-office apps moved off end-of-life frameworks in seven weeks, 994 dependency alerts fixed in six months with open alerts down 83%, and AI agents investigating failed test runs and triaging the defect backlog, with people approving every change.
- **Developed four leaders internally**: three engineering managers and a staff engineer, plus a manual QA supported into test automation and on into development. Retention and workstream eNPS stayed above the company average, backed by 9-box succession planning.

Software Engineering Manager

Oct 2021 to May 2023

Led a development team delivering Germany's critical player-protection and compliance features.

- **Delivered critical German compliance features on time**, including integration with OASIS, Germany's national self-exclusion system.
- **Helped Bede become one of the first companies to achieve LUGAS certification**, delivering the strict LUGAS reporting integration while the regulator's system was still immature.
- **Grew the next leaders**: two of the developers I coached went on to be promoted to lead their own teams.

Software Engineer, Payments

Mar 2016 to Oct 2021

Built the payment provider integrations operators rely on to take deposits and pay out winnings: business-critical .NET services on Azure and SQL Server, where correctness, reliability and security affect revenue and players.

Earlier career

Associate .NET Developer, Saggezza

Jan 2015 to Mar 2016, Sunderland

Full-stack .NET in a Scrum team: ASP.NET MVC, Entity Framework, AngularJS, TDD and SOLID principles.

Test Analyst, The Test People

Jul 2014 to Jan 2015, Leeds

Performance testing in agile client teams, with Python, Selenium WebDriver, Appium and Citrix automation.

Customer Service Agent, William Hill

Aug 2013 to Jul 2014, Felling

My first job in gambling, on the customer side of betting operations. Trained as a Duty Manager.

Skills

Engineering leadership

Managing managers, engineering strategy, prioritisation and roadmap, capacity planning, organisational design, talent development, hiring, succession planning, stakeholder management, AI adoption

Engineering effectiveness

Service uptime and SLAs, CI/CD (GitHub Actions), test automation, observability (OpenTelemetry), dependency management, AI-assisted engineering, developer productivity

Platform and domain

Regulated iGaming, regulatory compliance (UKGC, LUGAS and OASIS, AGCO), registration and KYC, authentication and identity, player protection (GamStop, GamProtect), market launches, multi-tenant platforms, data migration

Technical foundation

C# / .NET, Angular, Azure, Kubernetes, Docker, SQL Server, MongoDB, Redis, Azure Service Bus, Azure App Configuration, Hangfire

Education and certifications

CMI Level 5, Operations / Departmental Manager Apprenticeship, Distinction

2022 to 2025

Chartered Management Institute

BSc (Hons) Games Programming, 2:1

2011 to 2014

Northumbria University

Certified Scrum Developer

2015

Scrum Alliance

ISTQB Certified Tester, Foundation Level

2014

ISTQB