

ENRICO SUSATYO

[m] +61 416 970 811

[e] esusatyo@gmail.com

Sydney, NSW, Australia

Engineering leader with 15+ years building scalable mobile and backend systems. Currently managing 15 software engineers across 2 teams at SafetyCulture, delivering products to 1M+ users globally. Track record of building high-performing teams, driving technical excellence, and delivering customer impact at companies from startups to large enterprises including SafetyCulture, Commonwealth Bank, Beaconmaker, and Atlassian.

CAREER HIGHLIGHTS

- Built and scaled engineering teams from 3 to 15 engineers with 93%+ staff retention.
- Improved mobile app crash-free rate from 97% to 99.9% serving 1M+ users.
- Drove 1,000% increase in Documents feature adoption in 12 months.
- Reduced incident resolution time by 92% (from 12 hours to <1 hour).
- Established AI adoption program achieving 90% team participation.

EXPERIENCE

SafetyCulture Pty Ltd, Software Engineering Manager, 2022-Present

Leads multiple engineering teams with up to 15 individual contributors to ensure high-quality software delivery and people development. Works with multiple stakeholders in product, design, and executive leadership to ensure that we are delivering the right software to our customers. Drove delivery of multiple high stake items including the SafetyCulture Documents feature, increasing the adoption by more than 1,000% in less than 12 months.

Key achievements:

- Partnered with several product managers to define roadmaps every quarter, and presented it to product and engineering leadership with the executive team including the CEO. Defined metrics to measure every quarter and gave updates to the metrics impacted in previous quarters.
- Improved our engineering quality metrics including E2E tests and unit tests coverage. Reduced incident occurrence from 2 times a week to less than 2 times in a quarter. Incidents resolution time reduced from 12 hours to less than 1 hour.
- Led 2 engineering teams (15 engineers total) delivering both Documents and Contractor Management features. Scaled Contractor Management engineering team from 3 engineers to 8 engineers, hiring the best talent from Australia and internationally. Hired and onboarded engineers in Melbourne and assisted in relocation, marking the first new SafetyCulture engineering office in 10 years. Continuously improved interview best practices and techniques in the org. Oversaw career growth of many software engineers including promotions to Staff Engineer, Senior Engineer, and Software Engineer II.
- Drove adoption of AI and agentic coding tools in the team of engineers, ensuring increased team productivity. Partnered with engineering individual contributors to educate and increase AI adoption org-wide, including adoption of Claude Code, Gemini, agentic coding IDEs, and other AI tools.

SafetyCulture Pty Ltd, Senior Software Engineer, 2019-2022

Software engineer at SafetyCulture, working with Mobile applications and various micro-services using Swift, C++, and Go. Key achievements:

- Improved the quality of mobile apps, contributing to the increase the crash-free rates of the iOS application from 97% to 99.9%.

- Drove adoption of Swift and SwiftUI, increasing productivity of software engineers by adopting modern Apple frameworks. Impacted 20 other mobile engineers across 12 teams, modernising the codebase and enabling faster feature development.
- Shipped multiple complex project and oversaw the technical solution end to end, including the Issues feature. Worked on the first Apple Watch integration. Demoed in company hackathon with 1,000 people in the audience including executive teams and exclusive guests.

Commonwealth Bank, Senior Software Engineer, 2016-2019

Responsible for development of Commonwealth Bank's iOS app, used by over 5 million Australians every day. I worked on:

- Improved Engineering practices and quality bar, including improvements in CI/CD, improved design patterns, adopting Swift. Increased test coverage and branch protection rules.
- Led "Camera Pay" feature that enables users to scan a cryptographically secure image to pay others, worked with stakeholders including Head of Retail banking to market the feature.
- Led and implemented a revamp of the Commbank app's Home screen on iOS, ensuring flexibility and user interactivity while maintaining rich functionality.

Beaconmaker, Cofounder, VP of Engineering, 2014-2016

I led engineering at Beaconmaker, platform to create and publish tour apps. It was a bootstrapped software startup that we scaled from 0 to \$500K ARR in 2 years. Using the platform, we created tour apps for more than 40 museums across Australia and Asia. My responsibilities included:

- Development and scaling of Beaconmaker iOS and Android mobile apps. Clients include: Sydney Opera House, Australian Museum, RSPCA, University of Western Australia, Woolworths, and many more.
- Automating and improving many of Beaconmaker's internal build systems, working with technologies such as: fastlane, CircleCI, Swift, iBeacons.

Vivant (Acquired by IBM), iOS Software Engineer, 2013-2014

I joined the engineering team at Vivant in 2013. I was involved in development of apps for clients including: Commonwealth Bank, Telstra, RP Data.

Atlassian, Graduate Java Developer, 2011-2012

Responsible for the development of the order processing system, increasing stability, security, reliability of Atlassian's systems, and streamlining customer product buying experience.

Macquarie University Computing Department, Casual Academic, 2008-2011

Tutoring computer science courses and supervising practical work in first year statistics course.

SKILLS

Leadership: Team building, coaching, performance management, software delivery project management.

Technical Strategy: Cloud infrastructure, Cross-platform mobile architecture, CI/CD and automations, quality and engineering excellence.

Technologies: Modern programming languages and modern systems architecture including microservices, selection of technologies experience below:

- **Backend:** Go, gRPC, Microservices architecture, PostgreSQL.
- **Mobile:** Swift, SwiftUI, iOS SDK, Xcode.
- **Cloud:** AWS, Docker, Kubernetes, CI/CD, CircleCI.
- **Observability:** Grafana.

EDUCATION

- Macquarie University, Sydney — Bachelor of Computer Science (Honours), 2010

PUBLIC SPEAKING

- Guest speaker at Ignite Sydney, 2014
- Speaker at Cocoaheads meetup Sydney, 2016
- Guest Speaker, University of Sydney (100+ attendees), “A Career in Software Engineering”, 2023
- Speaker at SafetyCulture Engineering Town Hall (200+ attendees) - “To Build or To Rebuild”, 2025