

# Philip Castiglione

## Software Engineering Leader || Driving High-Impact Teams, Scalable Systems & Product Innovation

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Strategic engineering leader with a decade of experience growing high-performing teams, delivering complex systems at scale, and aligning tech execution with business outcomes. Deep technical expertise across architecture, AI/ML, cloud infrastructure, and full-stack engineering. Proven success leading cross-functional teams across startups, scaleups, and public companies in APAC, EMEA and US markets.

### Experience



Intercom

Staff Product Engineer

(Hybrid) Dublin, Ireland

08/25 - now

Building the future of customer support with AI, working on Fin, by Intercom.



Elevate Partners

Principal Consultant

(Remote) clients in USA & Australia

07/22 - 08/25

Led engagements in senior technical leadership roles:

- **CTO (HR SaaS Startup):** Development, strategy & sales: AI-enhanced HR SaaS platform; automated B2B outreach sales engine.
- **Engineering Manager (NASDAQ-listed Fintech):** Delivered fault-free platform transition to offshore teams.
- **Platform Tech Lead (Data/ML Scaleup):** Directed platform evolution and introduced numerous best practices.
- **Principal Engineer (US Healthtech Startup):** Built MVP in 6 weeks enabling founder fundraising and enterprise customer acquisition.



DIGIT, a Scopely Studio

Platform Tech Lead

(Hybrid) Dublin, Ireland

11/19 - 06/22

- Managed a high-performing team of 5 engineers; led hiring, onboarding, mentoring, and team development.
- Led delivery of Battle Pass system generating >\$100M/year in revenue.
- Owned platform architecture (Python, Flask, MySQL, Redis, Celery, AWS) supporting 100k+ CCU in real-time game backend.
- Consistently received the highest rating on the scale at every performance review.



Cogent (acq. by Block, NYSE: SQ)

Software Engineer

Melbourne, Australia

04/18 - 11/19

- Initiated Cogent's AI & Machine Learning practice, building a public recommender system demo to drive client acquisition and then implementing an NLP pipeline to automate customer onboarding for a B2B SaaS startup, reducing manual effort by >40%.
- Every client I worked with tried to hire me.



A2I2 (Applied AI Institute)

Machine Learning Internship

Melbourne, Australia

11/18 - 12/18

- Seconded from Cogent to upskill in AI/ML.
- Built computer vision prototype converting hand-drawn UIs to code.



JCurve Solutions (ASX: JCS)

Software Developer

Melbourne, Australia

05/16 - 04/18

- Core contributor; developed secure OAuth2-based Authn/Authz system using JWTs.
- Deepened SDLC, coding, testing, and architecture practices.



Hardhat Digital

Junior Programmer

Melbourne, Australia

06/15 - 05/16

- Career pivot into tech.
- Delivered web, cross-platform apps & CMS e-commerce systems under the guidance of a brilliant mentor.



University of Melbourne

Strategy and Business Analyst

Melbourne, Australia

'13 - '15

- Responsible for business case development, budget preparation and reporting to the executive.
- Designed and implemented a budget management framework for the Melbourne School of Land and Environment across 16 stakeholders. Achieved excess annual surplus versus financial targets of >\$1m on \$47m budget.

- Provided independent oversight and expertise to education sector marketing service provider.
- Strategic guidance, governance and risk oversight for the executive.



KPMG

Management Consultant - Operations &amp; Strategy

Brisbane, Australia

'12 - '13

- Client facing Management Consulting advice and deliverables in the areas of: Operational and Process Improvement, Strategy, Business Performance Management and Organisational Design.

SC Financial Group & Castiglione  
Securities Trading

Co-Founder

Bangkok, Thailand &  
Perth/Melbourne, Australia

'09 - '11

- Co-founded and ran two boutique investment businesses trading in derivatives and foreign currencies.
- Raised more than \$500k in capital from private investors and managed stakeholder relations.



The University of Western Australia

Senior Accounts Officer

Perth, Australia

'05 - '09

- Management, training and leadership of a team of five departmental staff.
- Major projects delivered include: Business Recovery Plan; a road map to a budget neutral position after years of sustained deficits & Unit Costing Project; methodology to determine the per-subject cost of teaching delivery within the school.

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## Education

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Deakin University

Bachelor of Computer Science

Melbourne, Australia

03/17 - 11/20

- Graduated top of my year, won just about every prize & scholarship available, whilst also working full time.
- Deakin Scholarship for Excellence, Professor of Information Technology Award, School of Information Technology Award, Patrick Pleass Memorial Award, Australian Computer Society Student Excellence Award, Graduated With Distinction.
- Founding Executive Member (Treasurer) of Deakin Software Engineering Club.



University of Melbourne

Bachelor of Commerce (Finance)

Melbourne, Australia

03/09 - 02/12

- High Distinction average, multiple academic awards, whilst also working mostly full time.
- CPA Management Accounting Prize, Sothertons Fraud and Forensics Prize.

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## Technical Skills

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I stay deeply technical. I have a broad skillset across Full-Stack Web Development, Scalable System Design, Software Architecture, Distributed Systems, Profiling & Performance Optimisation, Cloud Infrastructure, Observability and Monitoring, Analytics, Applied AI/ML & Generative AI.