

Ryan McInteer

ENGINEERING MANAGER • XERO SINCE 2012

[01] SUMMARY

13 years at Xero across engineering, technical leadership, and people management. I've built and grown teams, founded cross-divisional engineering communities, led platform-critical modernisation, and coached engineers into their next level. Currently focused on AI-native tooling and senior engineer development.

[02] SKILLS

Engineering Leadership

Software Architecture

AI-Native Engineering

Coaching & Mentoring

Incident Response

Cross-Team Delivery

Cloud Computing

Stakeholder Management

[03] EXPERIENCE

Engineering Manager

JUL 2026 - PRESENT

XERO

- Lead a team building and maintaining foundational platform applications.
- Set performance standards; hire and develop capability; and support predictable roadmap delivery and incident escalation.
- Provide system design and technical direction, and lead AI-native SDLC workflows to increase velocity and reduce toil.

Lead Engineer

SEP 2024 - JUN 2026

XERO

- AI Tooling** — Built the internal AI assistant now embedded in Xero's engineer onboarding. Drove full AI tool adoption across my team. Building Flanker, an internal agent platform with a self-extending architecture.
- Architecture** — Sole technical owner of a 15-year-old database replication system blocking Xero's cloud migration, with 34 downstream consumers. First in the company's history to secure executive architecture approval on this problem (Dec 2025).
- Delivery** — Co-led our team's contribution to Xero's billing platform migration to Chargebee. Authored the release plan, navigated cross-team dependencies across four divisions, and kept delivery on track through two high-severity incidents during rollout.
- Coaching** — Three Senior Engineers in structured development relationships. All three delivered their first architecture design documents and senior review approvals under coaching.
- Incident Response** — Led 6 Sev1/2 incidents. Patched a 10× latency regression in an unowned area of the codebase. Eliminated a recurring incident class with a durable fix saving an estimated 30–150 engineer-hours/year.

Principal Engineer

JUL 2022 - SEP 2024

XERO

- > Engineering strategy across Platform Engineering — identity and organisation infrastructure.
- > Founded the Lead Engineer community across all pods in the division — grew from fewer than 10 leads to 20+. Created the forum for cross-pod technical alignment and Lead Engineer development that hadn't existed before.
- > Cross-divisional alignment on platform capabilities.
- > Authored engineering requirements for multi-quarter initiatives.
- > Represented platform concerns in architecture review panels.

Lead Engineer

APR 2021 - JUL 2022

XERO

- > Enablement-focused: built team capability, psychological safety, and coaching culture.
- > Advocated for sustainable delivery over velocity.

People Lead

JUL 2019 - MAY 2021

XERO

- > Formal people management. Grew the org to 13 direct reports by end of tenure.
- > Co-built the Platform Engineering career development framework.
- > Recruiting: hiring process design, interview standardisation, panellist training.

Team Lead, Platform Engineering

MAY 2018 - JUN 2019

XERO

- > Led a team of ~5 Software and Infrastructure Engineers delivering Xero's authentication platform.
- > Grew and recruited into the team, and managed stakeholders across dependent services.

Earlier at Xero · Software Developer

NOV 2012 - MAY 2018

XERO

- > Foundation member of a service-oriented architecture engineering team focused on security and authentication.
- > Contributed to Xero's cloud migration to AWS.
- > Platform-wide bug triage and remediation across services.

[04] INDEPENDENT WORK

Public work undertaken independently of Xero employment.

Guild & “Give your AI a home”

Independent public work on a persistent AI-agent operating model: identity, durable memory, witnessed work, and continuity across sessions.

READ THE ESSAY →

Hawkr

Independent NZ thoroughbred form-study platform and editorial experiment.

HAWKR.CO.NZ →

PawPick

Independent NZ pet-guide experiment.

PAWPICK.CO.NZ →

[05] EDUCATION

BCA — E-Commerce & Information Systems · VICTORIA UNIVERSITY OF WELLINGTON