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## Summary

Engineering **manager** with 15+ years of **mobile** development and proven **leadership** experience.

Track record of **modernising** legacy systems, delivering **critical value at scale**, and impacting both customers and colleagues every day.

I'm driven by **crafting cultures** where **engineers** flourish, **customers** feel delighted, and **innovation** isn't just encouraged – it's **inevitable**.

I combine a deep technical pedigree with a love of **building bridges** between people, ideas, and business goals to turn challenges into opportunities for growth.

My approach is **dedicated, driven, and deliberate**.

# Hi, I'm Luke Charman.

## I develop **people** who develop **software**.

As a developer of both people and products, I'm in my element where engineering and empathy meet, and when making the right things in the right way. I've worked for tech titans, through digital transformations at established brands, and worn the Many Hats of Startup Life. Success is best shared, and bringing teams along on a meaningful journey gets me up in the morning.

## Experience

**Feb 2023 – Present**



**Software Engineering Manager**

*Marks & Spencer*

IOS · ANDROID · APPIUM · BASH · JIRA · SCRUM · KANBAN · TEAM LEADERSHIP  
SWIFT · KOTLIN · GRAPHQL · FEDERATED API · REST · SWIFTUI · TECHNICAL LEADERSHIP

I lead two teams – a total of 22 iOS, Android, and web engineers (associate to staff level), building innovative and captivating customer experiences for the M&S native mobile apps and customer-facing website.

I drove platform-wide modernisation and delivered multi-million revenue features in a high-scale, legacy codebase. Mentored engineers across levels, championed best practices, and led initiatives to unify iOS and Android strategies for tens of millions of MAUs.

- Contributed to making apps the most traded platform at M&S.
- Influencing business growth through mobile-first evangelism.
- Partnered with CTO to modernise culture within the wider eng. team.
- Doubled release frequency by overhauling automated testing.
- Reduced bugs per feature by 70% by introducing regular triage sessions.
- Modernised sprint cadence to customer-deliverable milestones.
- Shipped features delivering multiple millions in revenue at top of funnel.
- Mentored associate to staff-level engineers, promoting a product mindset.
- Worked on core integrations for modularisation, testing, and networking.
- Oversaw app homepages and product journeys for tens of millions of MAUs.
- Led the Staff Engineering forum to promote iOS / Android collaboration.

**May 2021 – Dec 2022**



**Software Engineer II**

*Spotify*

SWIFT · OJJC · PROTOBUF · COREANIMATION · I18N · PROJECT LEADERSHIP · CORE AUDIO · DSP

Drove innovation for Spotify's premium audience, delivering data-driven storytelling and cutting-edge features to hundreds of millions of users worldwide. Leader on multiple complex workstreams including Spotify Wrapped 2022, redefining engagement and scalability in digital campaigns.

- Leading on sharing and entry point logic for Spotify Wrapped 2022.
- Collaborating with designers on data stories from ideation to integration.
- Prototyping ultra-low-latency audio transports for digital streaming.
- Integrating scrolling, line-by-line lyrics into the Spotify client.



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## Skills & Strengths

- 15+ year mobile developer.
- 7+ year engineering leader.
- Data-driven strategist.
- Test-and-learn culture driver.
- Empowering people leader.
- Organisation-wide integrator.
- Customer-focused innovator.
- Scalable systems thinker.
- Stakeholder influencer.
- Cross-platform specialist.

## Education

### SAE Institute London

- 2007-2009
- BA Recording Arts
- First Class Honours

### Hertford Regional College

- 2004-2006
- BTec HND Software Development
- Distinction

Hi, I'm (still) **Luke Charman.**  
I develop **people** who develop **software**.

## Experience Cont'd

**2017 - 2021**



**Mobile Engineering Manager / Mobile Tech Lead**  
*Photobox*

Served as Engineering Manager / Tech Lead on a complete rewrite of the Photobox iOS app, achieving comparable functionality in just four months. Transitioned into Engineering Management from 2020, igniting a passion for team leadership and strategic delivery.

**2015 – 2017**



**Senior iOS Developer**  
*Photobox Group / Moonpig.com*

Built and shipped profitable, high-impact apps for Moonpig, Photobox, and more, leveraging agile practices and test-driven development to ensure quality and scalability.

**2015**



**Agile Mobile Developer**  
*Trainline*

Modernising ticketing systems by adopting Swift in an Objective-C ecosystem, delivering seamless mobile experiences for train travelers.

**2013 – 2015**



**iOS Engineer**  
*blinkbox Music*

Delivering a scalable music streaming app for Tesco, supporting 30 million weekly streams and redefining digital music experiences.

**2008 – 2013**



**Audio Engineer, Transcribe, QA, Music Theorist, Composer, etc.**  
*Agile Partners*

Shipping genre-defining, award-winning music apps featured in Apple's Design Awards and App Store hall of fame, earning millions of downloads in the hectic gold rush days of the App Store.