

Hugo Linder

Engineering Leader

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SUMMARY

Engineering leader with 5+ years building and scaling R&D teams, most recently leading a 20-person org with €5M+ budget at Hedvig (digital insurance scale-up, regulated financial services). Track record connecting engineering to business outcomes: 27% revenue growth, 99.9% uptime, DORA-based delivery. Strong applied AI focus — shipped LLM products automating 20% of customer service and led company-wide AI adoption. Still hands-on: ship code weekly across our AI tooling, agent infrastructure, and platform work.

EXPERIENCE

VP of Engineering

Jan 2025 – Present

Hedvig (digital insurance scale-up) — Stockholm | 20-person R&D org

Leadership

- Oversee full R&D organization including Engineering Leads and Staff Engineers; partner with CTPO on product strategy, technical roadmap, and resource allocation
- Drove 27% GWP growth (€330M → €420M), 3pp loss ratio improvement, 3pp churn reduction through engineering-led product initiatives
- Achieved ISO 27001 certification in regulated financial services environment; improved platform reliability from 99% to 99.9% uptime through SLO dashboards and error budgets
- Implemented DORA metrics across engineering (100 deploys/week, <5hr lead time); established delivery cadence and visibility for leadership
- Led company-wide AI adoption strategy: designed training curriculum and Claude Code workshops now used daily by all engineers

Recent IC work

- Built internal Claude Code onboarding tooling into our company CLI, enabling full R&D org agentic coding adoption
- Implemented Claude-powered code review workflow in GitHub Actions
- Extended our LLM customer chatbot to the web app; built a new specialised agent for purchasing questions
- Migrated insurance termination API into an existing microservice; deleted a legacy system (~thousands of LOC, ~10 endpoints)
- Integrated a partner's claims handling data end-to-end (backend → native mobile app display)
- Shipped AI-powered claims automation and LLM chatbot deflecting 20% of member service conversations (~15 hrs/week saved)

Acting Chief Technology & Product Officer

Oct 2024 – Jan 2025

Hedvig — Stockholm

- Stepped into executive role during leadership transition; reported directly to CEO and participated in board reporting, strategic planning, and cross-functional decision-making
- Managed €5M+ R&D budget across engineering, product, and design functions
- Redesigned roadmap planning process, reducing average project scope by 50% and improving delivery predictability; launched tiering and add-ons platform

Engineering Manager

Aug 2021 – Oct 2024

Hedvig — Stockholm

- Built and led a cross-functional team of 10 engineers owning customer-facing apps and claims systems serving 100K+ members; scaled from 4 to 10 with 1–2 month time-to-hire

- Evolved team scope from mobile-only to full-stack ownership, increasing autonomy and reducing cross-team dependencies
- Reduced claims response time by 10%+ and decreased loss ratio by 12%+ through process automation and tooling investment
- Maintained 4.2/5.0 team engagement score; achieved 4.6/4.3 app store ratings (Play Store / App Store)

Senior Software Engineer

Jan 2021 – Aug 2021

Hedvig – Stockholm

- Led Android platform; drove Jetpack Compose migration improving developer velocity by 30% and architected GraphQL integration layer

Software Engineer → Engineering Manager

Jun 2016 – Jan 2021

Bontouch (digital product studio) – Stockholm & London

- Progressed from Android developer to Engineering Manager over 5 years at a consultancy building products for major Nordic brands
- Early member of the London office opening team (5 engineers from the start); managed a team of 4 engineers delivering the Go-Ahead UK transit app. Core contributor to SJ (Swedish national rail) – one of Sweden's largest Android apps

LEADERSHIP & TECHNICAL COMPETENCIES

- **Organizational leadership:** Org design & scaling (4→20-person orgs), hiring & talent development, performance management, leveling frameworks, budget ownership, executive communication & board reporting, OKRs & roadmap planning
- **Technical strategy:** System reliability (SLOs, DORA, error budgets), architecture decisions & tech investment prioritization, AI/ML strategy (RAG, LLM evaluation, production ML), platform modernization, ISO 27001 compliance
- **Hands-on:** Claude Code, AWS Bedrock, agent design, GitHub Actions agentic workflows, full-stack feature delivery
- **Technologies:** Kotlin, TypeScript, React, GraphQL, SQL, AWS (incl. Bedrock), GCP

EDUCATION

M.Sc. in Computer Science

2011 – 2016

Umeå University, Sweden

References available on request