

# Andrew Hamlin

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## *SUMMARY OF QUALIFICATIONS*

Highly organized, transformative, hands-on software engineering leader with extensive experience in Agile/Lean development approaches to both Enterprise and SaaS products, and strong cross-functional collaboration and project management skills. Managed global engineering teams from 5 - 40 including team leads, managers, and offshore; as servant leader and coach. Champion of Software Craftsmanship, TDD, BDD, and Continuous Integration practices. Startup experience from Series A to pre-IPO companies, several products were recognized as Leaders in Gartner Magic Quadrant and Best in KLAS.

## *EXPERIENCE*

### **Director of Software Development**

2021 - Present

Gozynta, LLC | Remote

- Designed **transformation** from monolith to reactive micro-service architecture to support new payment processing service; system comprised of Kafka, MongoDB, MySQL, and Redis
- Constructed an end-to-end product development lifecycle from product design to software delivery to operations and maintenance using Lean development practices and enabling probabilistic forecasting
- Responsible for publishing our flagship product into **Intuit's QuickBooks App Store** in June 2021 as the first ConnectWise integration to pass QuickBooks security audit
- Established Kanban process and metrics to inform continuous improvements, doubled our throughput, cut bug discovery rate by 2/3, and regulated a bi-monthly release cadence
- Coached team in software craftsmanship, pair programming, and system design by designing and leading workshops on Reactive Systems, Domain Driven Design (DDD), Acceptance Testing (BDD), Continuous Integration, and Test-Driven Development (TDD)
- Contributed to security and performance improvements across CI pipeline and platform including Python, Flask, Vue, Vuex, Celery, RabbitMQ, MySQL, Kubernetes, & Docker
- Recruited two new hires, led technical interviews, and coordinated onboarding

### **Co-Founder/CTO**

2019 - 2020

Unplugg Enterprises, LLC | Remote

- Co-founded a tech startup addressing digital addiction by incentivizing real-world interactions
- Iterated on mock-ups and prototypes, both web and mobile, including many technologies: geo-tagging, push notifications, Dart, Flutter, Swift, Elm, AWS AppSync, DynamoDB, and GraphQL
- Performed user interviews and usability studies to understand user pain points and obtain feedback

### **Senior Software Engineering Manager**

2018 - 2019

Gerber Technology | Tolland, CT

- Implemented Agile/Scrum across a 50-person engineering organization that yielded an **86% decrease** in defects and **tripled on-time completion** of roadmap goals

- Coached two senior software engineers in their first team lead roles where they provided technical guidance and oversight to two teams of 6-8 people each, including FTEs and offshore contractors
- Onboarded 12 software engineers via acquisition, and developed collaborative relationships between the bi-coastal teams by assigning shared responsibilities and upholding accountability
- Led 2 teams to modernize features of 2D/3D Pattern Design System (C++, Python, JS) including integration of cloud services on AWS, and Alvanon Digital Avatar platform

#### **Software Development Manager**

2016 - 2018

Sailpoint Technologies | Austin, TX

- Scrum master of two 8-person cross-functional teams delivering new MFA provider integrations, REST & SCIM APIs using Java Spring, and front-end redesign in Angular
- Established vendor process to deliver and integrate localized assets in 4 new languages
- Managed 8 direct reports and hired 4 software engineers

#### **Software Engineering Manager**

2012 - 2016

Caradigm USA, LLC | Remote

- Served on **leadership team** that established company-wide Service Level Agreements across 4 LOBs
- Turned around an **under performing** globally distributed team, and met all SLAs within 3 months
- **Earned Employee Recognition Award** for increased KLAS rankings
- Delivered two products to market on-time with 8-person teams from ideation through maintenance; served as architect, lead developer, and scrum master
- Implemented components in Python, Java, C#, REST APIs, and JavaScript

#### **Software Development Engineer II**

2010 - 2012

Microsoft Corporation | Remote

- Led 5 person team in design, planned, and execution of platform migration from Java monolith to a globalized, service-based architecture in C#/.NET, WCF, WPF, PowerShell, and WebApi (REST)
- Influenced decisions on C#/.NET platform libraries that simplified configuration, enabled greater test automation, and end-to-end trace logging and WCF/HTTP request correlation

#### **Senior Software Engineer**

1999 - 2010

Sentillion Inc. | Andover, MA

- Solved the fulfillment problem of shipping our first 300 appliance servers w/o increasing headcount
- Developed distributed platform with 99.999% uptime guarantee that handled >10K req/sec with sub-second response times; implemented backend concurrency, synchronization, memory management, and I/O in Java, Perl, OpenLDAP
- Improved load-balancing and high-availability of our Linux server clusters that reduced costs to both Engineering and Support organizations, such as saving \$1K/server license by using OSS HA solution

#### *EDUCATION*

**Daniel Webster College** | Nashua, NH

Bachelor of Science in Management and Information Technology