

Andrew Hamlin

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EXPERIENCE

Director of Software Development

Jan 2021 - Present

Gozynta, LLC | Remote

- Leading the software development team in building multiple SaaS products serving the MSP market including ownership of SDLC, Product backlogs, and Software architecture.
- Developed a sustainable software delivery process using a Kanban workflow and Lean metrics.
- Attained **Security certification for Intuit's App Marketplace**; the 1st ConnectWise integration.
- **Led workshops** to introduce Acceptance Criteria (BDD), Continuous Deployment, Acceptance Testing, Trunk-based development patterns, and TDD Code Katas.
- **Shortened cycle time from 30 to under 8 days**, measured on 30-day rolling average.
- **Cut our release cadence from 4 months to 1.5 months**, on our journey to continuous deployments.
- **Reduced bug discovery rate by 66%** after two successive releases
- Worked with CEO and Support Director to improve communication and reduce distraction fatigue; such as, clarifying Support SLAs, modifying Slack usage, and ongoing documentation updates.
- Worked with CEO to budget for and recruit new hires, **doubling the team over 3 months**, including authoring job descriptions, leading technical interviews, and coordinating onboarding.
- Coach and mentor individual contributors in software craftsmanship, and long-term professional growth through mix of regular one-on-ones, quarterly reviews, pairing and team collaboration.
- Improved our development workflow by adding remote debugging, distributed caching, security analyzers, and automated acceptance tests to our build pipelines.
- Personally implemented features in Python/Flask and MySQL and contributed improvements to DevSecOps tracing, monitoring, and alerting in GCP and Kubernetes (GKE).

Co-Founder

Apr 2019 - Mar 2020

Unplugg Enterprises, LLC | Remote

- Collaborated on development and presentation of end-user studies and pitch decks.
- Developed mock-ups and an iOS prototype using Adobe XD, Dart, Flutter and Swift.

Senior Software Engineering Manager

Mar 2018 - Dec 2019

Gerber Technology | Tolland, CT

- Led 12 engineers and 20 offshore contractors, and coordinated with Product and QA counter-parts, to deliver strategic 2D and 3D Pattern Design Software initiatives.
- Developed and advocated for Agile/Lean continuous improvement practices in a 50-person organization; seeing an **86% decrease in defects** and **tripling achievement of roadmap goals**.

Software Development Manager

Dec 2016 - Feb 2018

Sailpoint Technologies | Austin, TX

- Scrum master for two 8-person cross-functional teams delivering integration of MFA providers, additional REST & SCIM APIs, and front-end redesign in Angular.
- Introduced **Threat Modeling** to Security team to help analyze potential attack vectors.
- Established new localization delivery and integration process with new vendor.

Software Engineering Manager

Jul 2013 - Nov 2016

Sustaining Engineering Manager

Jun 2012 - Jun 2013

Caradigm USA, LLC | Remote

- Delivered two new products to market with 8-person team, as lead developer and scrum master.
- Earned *Caradigm Employee Recognition Award* for improving customer satisfaction scores.
- **Reversed underperformance** of globally distributed team, began meeting all SLAs within 3 months.
- Delivered 50 releases over 12 months, across 4 LOBs, using Kanban process.

Software Development Engineer II

Jun 2010 - May 2012

Microsoft Corporation | Remote

- Designed, planned, and led 5-person development team in migration from Java monolith to a globalized, service-based architecture in C#/.NET using WCF, REST APIs, Knockout.js, and OAuth2.

Senior Software Engineer

Dec 1999 - May 2010

Sentillion Inc. | Andover, MA

- Developed Linux and Windows services, clients and SOAP APIs in Java, JavaScript, Perl, Bash.
- Increased platform reliability and manageability of Linux servers in our distributed system, significantly reducing costs for the Engineering and Support organizations.

COMMUNITY & VOLUNTEERING

The Master's School | West Simsbury, CT

2014 - 2015

Facilitated a Software Programming elective for High School students.

YMCA of Greater Hartford | Granby, CT

2008 - 2014

Swim Official

EDUCATION

Daniel Webster College | Nashua, NH

Bachelor of Science in Management and Information Technology

SKILLS

Team Leadership, Project Management, Continuous Delivery, Distributed Systems, Web and Mobile Development, Reactive Architecture, Reactive Programming, TDD, BDD, REST, JSON, XML | Python, Flask, Java, C#, Dart/Flutter, Node, Express, Elm, Javascript, HTML/CSS, SASS, LESS, Webpack | Google Cloud Platform (GCP), Pub/Sub, Amazon Web Services (AWS), AppSync, DynamoDB, GraphQL, Docker, Kubernetes, Flux, MongoDB, SQL Server, MySQL, JIRA, GitHub, GitLab, TFS, Git