

Andrew A Hamlin

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SUMMARY

An engineering leader who has built highly engaged teams that deliver substantial business value in enterprise software for over 20 years. An expert in optimizing software development processes, leveraging Agile-Lean methodologies, and coaching cross-functional teams to ship rock-solid, on-time releases. Extensive leadership experience across the software dev lifecycle (SDLC), including Release management, Vendor management, Partner integrations, Recruitment and hiring, and workforce management of globally distributed teams.

I value people over process, foster trust, empathy, and accountability as a servant leader, promote software craftsmanship and am highly knowledgeable of distributed architectures, DevOps, Enterprise, Web & API development, Testing, Automation, Security, Accessibility, and Globalization best practices.

Awarded the **Employee Recognition Award** for transforming Sustaining Engineering operations.

KEY COMPETENCIES

- End-to-end management of product lifecycle using various SDLCs (Agile, Kanban, SAgile); effectively balancing features, defect fixes, and technical debt
- Communication at Executive levels; defined and utilized Key Performance Indicators (KPIs) to report on and improve performance and predictability
- Innovator and life-long learner; constantly exploring and applying new learnings, and providing safety for people to fail, learn, grow, and innovate
- Hire engineers consistently recognized for their contributions, talents and humility

WORK EXPERIENCE

Sr Software Development Manager Gerber Technology, LLC 2018 - present

Strategically attacked product quality and maintenance costs resulting in 86% decrease in customer defects by negotiating a balance of feature/defects/technical debt across CAD roadmap and championing code reviews and teamwork. Drastically reduced "commit to acceptance" cycle time by 81.5% through data-driven analysis and workflow changes. Mentored engineering, product management and executives in Agile release planning including sprint planning, acceptance criteria, sprint metrics (code quality, velocity, backlog health); fixing habitual date slips and scope reduction.

Software Development Manager Sailpoint Technologies 2017 - 2018

Led teams developing an enterprise governance platform including REST & SCIM APIs, OAuth 2.0, Multi-Factor Authentication (MFA), Credential Cycling Integrations, Localization and Accessibility (Section 508, WCAG2). Scrum mastered 2 full-stack teams. Engaged teams in design/code reviews (Java, AngularJS) that guided product, architecture and career growth (tech and soft skills). Optimized end-to-end process with localization partner. Hiring manager; 8 directs, 3 new hires.

Software Development Manager/Team Lead Caradigm USA, LLC 2013 - 2016

End-to-end management of 2 on-time product launches. Achieved 70% code coverage including unit & integration testing of REST APIs, SQL & SSIS in an automated build-deploy-test workflow. Led full-stack teams developing Single-page App (SPA), REST APIs, data warehouse, badge reader integration SDK on C#, SQL Server, SSIS, Python, JavaScript (Knockout.js), HTML/CSS. Developed interview playbook; hired database & front-end engineers.

Sustaining Engineering Manager Caradigm USA, LLC 2012 - 2013

Drove 6 month turn-around of Sustaining Engineering operations; received **Employee Recognition Award**. Established real-time dashboard, KPIs and company-wide service-level agreements (SLA). Managed 1 FTE and 6 offshore vendors. Raised customer satisfaction scores measured by KLAS by establishing a triage process w/ Services and Support that enabled successfully reaching 100% SLAs.

Software Development Engineer II Microsoft Corporation 2010 - 2012

Led transition between languages and technology stacks (C#/.NET, Windows). Design and implementation of PowerShell API to administer Linux app server clusters. Advocated adoption of software architecture and libraries that improved performance & reliability, and increased testability of service layers. Co-developed MSBuild customizations to support Java & OSS software builds.

Senior Software Engineer Sentillion, Inc 1999 - 2010

Developed enterprise IAM solution for Healthcare (Java, Perl, C++, Linux); a **KLAS Top 20** product. Direct customer support in startup environment. Introduced innovative OSS solutions; eliminated \$1K/server licensing fee & slashed fulfillment costs.

EDUCATION**B.S. Management and Information Technology**

Daniel Webster College Nashua, NH