

# Andrew A Hamlin

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## Profile

A software development manager and servant leader who has delivered industry-leading software solutions recognized by Gartner and KLAS. Over 20 years hands-on experience with Agile software development and release management (Scrum/Kanban), enterprise architecture, cloud architecture, test-driven development, systems integration, CI/CD, global workforce management, and team building.

Earned an *Employee Recognition Award* for transforming Sustaining Engineering operations at Caradigm, quantified by KPIs and performance against SLAs.

### Relevant Skills

- Nurturing highly engaged software teams built on trust and transparency
- Optimization and continuous improvement of software delivery processes
- Managing end-to-end product delivery using SDLCs (Scrum/Kanban/SAFe)
- Communication to executive levels incl. project plans, budgets, and reports

## Experience

**Gerber Technology, LLC:** Tolland, CT

2018-2019

### Sr Software Development Manager

Assessed overall release management and development processes and created improved workflows tailored to the organization's needs. Trained 50-person team of developers, QA, & product management Lean/Agile/Scrum methodologies while transitioning from 1-yr to 3-mo release cycles. Led estimation, planning, and delivery for 3 project teams, approx. 30 persons, incl. status, budget, CapEx reporting. Initiated data-driven improvements, applying Lean & SixSigma tactics, yielding 86% fewer defects over 2 major releases. Managed 8 direct reports and 20 on/offshore contract resources. Mentored 2 team leads. Onboarded (via acquisition) a 12-person development team.

**Sailpoint Technologies:** Austin, TX

2017-2018

### Software Development Manager

Championed and expanded best practices in code reviews, test coverage, documentation, threat modeling, CI/CD, and localization. Led delivery of frontend and backend features in Java, SQL, Angular.js. Served as scrum master of two 6-8 person scrum teams. Managed 8 direct reports. Conducted and facilitated interviews, hiring and onboarding of 4 new hires.

**Caradigm USA, LLC:** Bellevue, WA (Remote) 2012-2016

**Software Development Manager & Team Lead:** 2013 - 2016

Delivered two products using Agile/Scrum methodology, working collaboratively with product owners and 6-8 person scrum teams. Designed and led development of CI/CD pipeline using TFS/MTM/HyperV with gated-checkins and end-to-end test automation, coached team members on its adoption and use. Developed interviewing and onboarding standards and documentation. Personally implemented UI, CLI, REST APIs: C#, SQL, Javascript, Python, and C.

**Sustaining Engineering Manager:** 2012 - 2013

Established and owned prioritization process and service level agreements (SLAs) used to serve customer support, professional service and pre-sales teams. Earned *Employee Recognition Award* for outstanding team results and raising customer satisfaction scores measured by KLAS. Managed 10-person on/offshore team including 8 contract resources.

**Microsoft Corporation:** Redmond, WA (Remote) 2010-2012

**Software Development Engineer II**

Defined architecture and led 6-person team transforming a monolithic Java app to service-based architecture in C#/.NET, WCF, WPF, and PowerShell. Co-developed self-contained polyglot build system including static code analysis and test coverage; used by 40+ developers.

**Sentillion, Inc:** Andover, MA 2010-2012

**Senior Software Engineer**

Developed Java and Perl/CGI components for enterprise IAM/SSO solution for Linux and Windows exceeding 99.999% uptime; a *KLAS Top 20 product*. Provided innovative OSS solutions that reduced licensing and fulfillment costs per unit.

## Personal & Volunteer Activities

**Unplugg Enterprises:** Easthampton, MA 2019

Prototyped mobile app (iOS/Android): Java, Swift, Dart/Flutter, Adobe XD.

**The Master's School:** West Simsbury, CT 2014-2015

Created programming elective for students. Taught 16 high school students.

## Education

**Daniel Webster College:** Nashua, NH

BS Management and Information Technology