Andrew A Hamlin

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SUMMARY

An engineering leader with proven track record of building highly engaged teams and rock-solid release delivery pipelines. An expert in establishing and optimizing software development processes, adept at leveraging Agile-Lean methodologies to deliver the highest business value products (ROI). Highly knowledgable of distributed architectures, design patterns, APIs, DevOps, Enterprise & Web development, ATDD, Testing, Security, Accessibility, and Internationalization. Extensive leadership experience throughout the software dev lifecycle (SDLC), enabling business to accomplish strategic goals by collaborating across Development, Product management, Pre-sales, Professional services and Customer support in environments from tech startups to Fortune 100 companies; including Release management, Vendor management, Partner integrations, Recruitment and hiring, and workforce management of globally distributed teams.

I engage co-workers, customers and partners with respect & empathy, foster cultures of trust and accountability, promote software craftsmanship and servant leadership.

KEY COMPETENCIES

End-to-end management of product lifecycle using various SDLCs (Agile, Kanban, SAFe); effectively balancing features, defect fixes, and technical debt

Agile coach; champion the adoption of DevOps mindset, team-based design and development, effective release planning, test strategies, and build pipelines (CI/CD)

Define and utilize Key Performance Indicators (KPIs) and Dashboards to continually improve team performance and provide Executive visibility

Innovation-enabler; providing safety for people to fail, learn, grow, and innovate

Life-long learner; increasing my technology & soft skills via reading, study, and play

ACHIEVEMENTS

- Established open, high-trust team environments where engineers engage in healthy debate, support and mentor one another, and share responsibility

- Developed interview playbooks for successful hiring with minimal distraction

- Awarded an **Employee Recognition Award** for transforming the Sustained engineering operations and meeting 100% of Service-level agreements

WORK EXPERIENCE

Sr Software Development Manager   Gerber Technology, LLC   2018 – present

Improved team performance through data-driven (KPIs) changes, such as reducing "commit to acceptance" (UA) by 81.5% over 3 product releases. Managing delivery of 2D/3D CAD roadmap and strategically addressing technical debt (C++, C#, Python). Coaching in Agile-Lean and DevOps principles. Spearheading use of CI (Jenkins). Leading partner integration. Managing 7 engineers and 10 offshore vendors.

Software Development Manager   Sailpoint Technologies   2017 - 2018

Led teams developing an enterprise governance platform including OAuth 2.0, Multi-Factor Authentication, Localization and Accessibility (Section 508, WCAG2). Scrum master of 2 teams. Led design & code review (Java, AngularJS). Automated reporting tools (Python). Established product localization process with technology partner. Managed 8 engineers plus partner deliverables. Hired and onboarded 3 engineers.

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

End-to-end management of 2 products to market on-time. Established an automated build-deploy-test workflow enabling 70% code coverage by unit & integration tests. Design and implementation of platforms including modern SPA UI, REST APIs using SQL Server, SSIS, C#/.NET, Python, JavaScript (Knockout.js), HTML/CSS

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 and KPIs for executive visibility. Managed 1 FTE and 6 offshore vendors.

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.

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.

EDUCATION

B.S. Management and Information Technology

Daniel Webster College   Nashua, NH