

Andrew Hamlin

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EXPERIENCE

Director of Software Development

Jan 2021 - Present

Gozynta, LLC | Remote

Leading a fully remote software development team, building multiple SaaS products on Google Cloud Platform including people management, product backlogs, software quality and software architecture.

- Developed a sustainable Kanban software delivery process: **dropped cycle times 72%** (30-day rolling average), and **shrank the release cadence 62%** to achieve continuous deployments by EOY.
- Passed **Intuit's Security Review** and became first ConnectWise integration listed in marketplace.
- **Led workshops** to introduce Reactive System Architecture, Domain Driven Design (DDD), Acceptance Testing (BDD), Continuous Deployment, Trunk-based development patterns.
- **Reduced bug discovery rate by 66%** over two successive releases
- Coached individual contributors in software craftsmanship, pairing and TDD-focused Code Katas.
- Modified company-wide behaviors to improve communication and reduce distraction fatigue.
- Worked with CEO to budget for and recruit new hires, **doubled the team over 3 months** including authoring job descriptions, leading technical interviews, and coordinating onboarding.
- Personally implemented and/or contributed to security, performance, monitoring and workflow improvements in CI/CD, Python, Flask, Celery, RabbitMQ, Kafka, MySQL, Kubernetes, Docker.

Co-Founder

Apr 2019 - Mar 2020

Unplugg Enterprises, LLC | Remote

Tech startup to address digital addiction by incentivizing real-world interactions.

- Designed the user experience and mock prototypes with Adobe XD based on user interviews.
- Built an iOS prototype using Dart, Flutter and Swift and AWS AppSync, DynamoDB, GraphQL.

Senior Software Engineering Manager

Mar 2018 - Dec 2019

Gerber Technology | Tolland, CT

- Implemented Scrum in a 50-person org including backlog planning and entrance/exit ceremonies; yielded an **86% decrease in defects** and **tripling on-time completion of roadmap goals**.
- Advanced and coached two senior software engineers to their first team lead roles to provide technical guidance and oversight to two teams of 6-8 people, including FTEs and offshore contractors.
- Onboarded 12 software engineers via acquisition, and developed collaborative relationships between the two remote teams by assigning shared responsibilities and upholding accountability.
- Modernization of 2D/3D PDS Platform (C++, Python, JS): conversion to Git, integration of cloud services, including AWS and 3rd-party Digital Avatar platform, and strategically attacking tech debt.

Software Development Manager

Dec 2016 - Feb 2018

Sailpoint Technologies | Austin, TX

- Scrum master for two 8-person cross-functional teams; delivered new MFA provider integrations, REST & SCIM APIs using Java Spring, and front-end redesign in Angular.
- Supported professional development goals of 8 directs using regular one-on-ones & yearly reviews.
- Established new vendor relationship for delivery and integration of localization assets in 4 languages.

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 teams as architect, lead developer and scrum master, including Linux ThinClient integration and Identity Governance/Data Warehouse solution.
- 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 with 6-person offshore team over 12 months across 4 LOBs using Kanban.
- Personally implemented portions of Single Page Application (Knockout.js), Python, REST APIs (C# WebAPI, Java Spring), SQL Server, SSIS, CI pipeline (TFS), Unit and Integration (Selenium) tests.

Software Development Engineer II

Jun 2010 - May 2012

Microsoft Corporation | Remote

- Designed, planned, and led 5-person team in platform migration from Java monolith to a globalized, service-based architecture in C#/.NET using WCF, WPF, and REST APIs.
- Influenced decisions on platform libraries that simplified configuration and enabled test automation.

Senior Software Engineer

Dec 1999 - May 2010

Sentillion Inc. | Andover, MA

- Developed Linux and Windows services, clients and SOAP APIs in Java, C#, JavaScript, Perl, Bash.
- Increased platform reliability and manageability of servers in our distributed Linux cluster, 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

EDUCATION

Daniel Webster College | Nashua, NH

Bachelor of Science in Management and Information Technology

SKILLS

Servant Leadership, Project Management, Continuous Delivery, Software Craftsmanship