

Andrew A Hamlin

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Profile

Software engineering leader with development and team leadership experience in high-tech startups for 20+ years. Champion of cultural and technical improvements that have strengthened team health and engagement, increased productivity, and improved product quality. Areas of expertise include inclusive hiring practices, software development best practices, enterprise and hybrid architectures, CI/CD, release management, and global workforce management.

Relevant Skills and Achievements

- Established, managed, scaled and improved software delivery using agile methods (Scrum, Kanban, XP, SAFe) for as many as 5 cross-functional teams
- Planned and developed service-based platforms, desktop/web/mobile apps, dev environments and tools in collaboration with Product, Design, QA/QE teams
- Managed development teams up to 30-people incl. remote and offshore
- Hired, coached and mentored software developers from interns to team leads

An adaptable, conscientious, inquisitive, and organized servant leader, known for impactful leadership and championing software craftsmanship. Earned an *Employee Recognition Award* for transforming sustaining engineering operations that significantly improved customer satisfaction scores.

Experience

Unplugg Enterprises: Easthampton, MA

Apr 2019-Jan 2020

Software Developer/Co-Founder

- Design and development of mobile application addressing digital addiction through behavior modification: Dart/Flutter, Swift, NodeJs, AWS & Adobe XD
- Ran business development & user design studies

Gerber Technology, LLC: Tolland, CT

Mar 2018-Dec 2019

Sr Software Development Manager

- Implemented improvements to product delivery practices resulting in 70% more work completed and 86% fewer bugs by comparison over 3 major releases
- Managed changes across SDLC incl. software design, code reviews, transition to Git, Jenkins CI implementation, and sprint planning for 4 scrum teams (12 FTEs/ 20 offshore contract resources)
- Career/performance management of 8 direct reports, plus summer internship
- Onboarded 12 developers into CAD 2D/3D development team via acquisition

Sailpoint Technologies: Austin, TX

Dec 2016-Feb 2018

Software Development Manager

- Collaborated with other Engineering and Product Managers to scale agile delivery across 5 scrum teams with high-quality, cohesive feature sets
- Reviewed/mentored on design of AngularJS, Java Spring, REST APIs
- Led design and implementation of MFA and Credential Cycling integrations
- Managed 8 direct reports; Led recruitment and onboarding of 4 new hires
- Scrum master of two 8-person DevOps teams incl. dev and test engineers

Caradigm USA, LLC: Bellevue, WA (Remote)

Jul 2012-Nov 2016

Software Development Manager & Team Lead: 2013 - 2016

- Led on-time delivery of two new products, as lead developer and scrum master incl. async messaging, REST APIs, Python SDK, JavaScript SPA, & data warehouse
- Created TFS continuous integration (CI) system incl. gated-checkins, virtualized multi-tier deployment & test automation achieving >70% code coverage
- Exceeded customer expectations by developing a validation toolkit and documentation for technology partners implementing Python SDK for VDI SSO

Sustaining Engineering (SE) Manager: 2012 - 2013

- Owned team performance against SLAs that governed requests from customer support, professional services & pre-sales teams; implemented and managed a Kanban development process to achieve them
- Team delivered 50+ releases to clinical healthcare production environments
- Trained and managed 10-person on/offshore team incl. contract resources
- Earned *Employee Recognition Award* for improved customer satisfaction scores

Microsoft Corporation: Redmond, WA (Remote)

Jun 2010-Jun 2012

Software Development Engineer II

- Designed system architecture and led incremental transition of monolithic Java application to service-based architecture in C#/.NET, WCF, WPF, and PowerShell
- Co-developed self-contained polyglot build system for Visual Studio/MSBuild

Sentillion, Inc: Andover, MA

Dec 1999-May 2010

Senior Software Engineer

- Developed Java, Perl, JavaScript apps and libraries incl. web services (SOAP/XML), load-balancing algorithms, & orchestration of Linux server clusters
- Reduced licensing, support, & fulfillment costs through innovative uses of OSS such as, scripting OS installation (RHEL, CentOS) and replacing proprietary High Availability and Load Balancing solutions with open source alternatives

Personal/Volunteer

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| The Master's School: West Simsbury, CT | 2014-2015 |
| Facilitator/Teacher | |
| Introduction to Programming elective using Java Minecraft | |
| Covenant Presbyterian Church: West Simsbury, CT | 2010-2013 |
| Webmaster | |
| Greater Hartford YMCA: Granby, CT | 2008-2014 |
| YMCA/USA Swim Official | |

Education

Daniel Webster College: Nashua, NH
Bachelor of Science, Management and Information Technology