

# Andrew A Hamlin

15 North Drive, Simsbury, CT | (860) 810 – 6538 | aahamlin@gmail.com

## SUMMARY

An engineering leader who is people focused and deeply technical; delivering secure, fault-tolerant distributed systems for over 20 years. Extensive engineering and leadership experience across the software development lifecycle (SDLC) using Agile and DevOps methodologies including release management, partner integrations, recruitment, and workforce management of globally distributed teams.

A servant leader who values people over process, promotes software craftsmanship, is highly organized and effective at delivering impactful results, passionate about state-of-the-art software technologies, development practices and leadership. Deeply knowledgeable of service-oriented architecture (SOA), DevOps, CI/CD, object-oriented programming (OOP), functional programming, test-driven development (TDD), automation, data security, globalization and cloud architecture.

Awarded the Employee Recognition Award for transforming Sustaining Engineering operations and raising Customer Satisfaction scores as measured by KLAS.

## Core Competencies

- Coaching, mentorship and technical guidance of software engineers
- Managing change in software organizations for both teams and individuals
- Fostering innovation by supporting critical thinking and continual learning
- Expertise in software design for stability, scalability, and performance

## WORK EXPERIENCE

**Gerber Technology, LLC**                      Tolland, CT                      2018 – 2019

Sr Software Development Manager

- Tackled quality issues by striking a balance of feature/defects/technical debt, championing code reviews and teamwork resulting in 86% decrease in defects
- Reduced “commit to accept” time by 81.5% with data-driven workflow changes
- Mentored engineering, product management and executives in Agile (Scrum/XP, Kanban, SAFe) release planning and metrics
- Provided expertise toward hybrid-cloud digital transformation including AWS solutions & REST API design
- Directly managed 20 resources: 8 onshore and 12 offshore contract resources

**Sailpoint Technologies**                      Austin, TX                      2017 - 2018

Software Development Manager

- Led teams developing an identity governance platform incl. REST APIs, OAuth 2.0, Multi-Factor Authentication (MFA), Cloud integrations (AWS, Dropbox), Localization & Accessibility (Section 508, WCAG2)

- Guided teams in design & code reviews (Java, Angular.js)
- Optimized end-to-end process with localization partner, delivered 4 new languages
- Scrum mastered 2 full-stack teams (16 dev/test), 8 directs, 3 new hires

**Caradigm USA, LLC** Remote 2013 - 2016

Software Development Manager & Team Lead 2013 - 2016

- End-to-end management of on-time product releases, achieved 70% code coverage including unit & integration testing
- Led full-stack teams developing a single-page App (SPA), Pub-Sub, REST APIs, OAuth 2.0, SSO for VDI SDK; technology included JavaScript, Java, C#/.NET, Python, SpringMVC, MVC5, SQL Server, & SSIS
- Developed interview process; hired database & front-end engineers

Sustaining Engineering Manager 2012 - 2013

- Drove 6 month turn-around of Sustaining Engineering operations utilizing Kanban; awarded an *Employee Recognition Award*
- Established real-time dashboards, Key Performance Indicators (KPI) and cross-departmental service level agreements (SLA)
- Managed one onshore & six offshore contract resources
- Established a cross-functional triage process and achieved 100% SLAs

**Microsoft Corporation** Remote 2010 - 2012

Software Development Engineer II

- Led development teams during transition to C#/.NET, Windows technology stack
- Advocated adoption of software architectures (Azure, Hyper-V) and libraries that improved performance & reliability, and increased testability of service layers
- Co-developed MSBuild customizations to support Java & OSS software

**Sentillion, Inc** Andover, MA 1999 - 2010

Senior Software Engineer

- Developed enterprise IAM and GRC solutions incl. Business Process Management (BPM), Directory Services (OpenLDAP), Linux, Java, Perl; a *KLAS Top 20* product
- Introduced innovative OSS solutions for web administration, eliminated \$1K/server licensing & slashed fulfillment costs via automated install and verification scripts

## EDUCATION

**Daniel Webster College** Nashua, NH

B.S. Management and Information Technology

**Recording Workshop** Chillicothe, OH

Audio Engineering Certification

Audio Mastering Certification