

# Andrew Hamlin

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## EXPERIENCE

### Director of Software Development

Jan 2021 - Present

Gozynta, LLC | Remote

- Leading the software development team in building multiple SaaS products serving the MSP market incl. People Management, SDLC, Product Backlogs, Software Quality and Software Architecture.
- Developed a sustainable software delivery process using a Kanban workflow and Lean metrics.
- Attained **security certification to enter Intuit's App Marketplace**; its 1st ConnectWise integration.
- **Led workshops** to introduce Acceptance Criteria (BDD), Continuous Deployment, Acceptance Testing, Trunk-based development patterns, and TDD as development best practices.
- **Shortened cycle time from 25+ to less than 8 days** measured on 30-day rolling average.
- **Cut our release cadence from 4 months to 1.5 months**, on our journey to continuous deployments.
- **Reduced bug discovery rate by 66%** over two successive releases
- Worked with CEO and Support Director to improve communication and reduce distraction fatigue; such as, clarifying Support SLAs, modifying Slack usage, and ongoing documentation updates.
- Worked with CEO to budget for and recruit new hires, **doubling the team over 3 months**, including authoring job descriptions, leading technical interviews, and coordinating onboarding.
- Coach individual contributors in software craftsmanship, and long-term professional growth through regular one-on-ones, quarterly reviews, Pairing and leading Code Katas.
- Personally implemented and contributed to security, performance, monitoring and workflow improvements: GitLab CI/CD, Python, Flask, Celery, RabbitMQ, MySQL, GCP, Kubernetes, Docker.

### Co-Founder

Apr 2019 - Mar 2020

Unplugg Enterprises, LLC | Remote

- Collaborated on development and presentation of end-user studies and pitch decks.
- Designed the user experience and mock prototypes with Adobe XD based on target 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

- Led 12 engineers and 20 offshore, and coordinated delivery with Product and Quality Assurance.
- Developed Agile/Lean Project Management (Jira) for a 50-person organization; yielding an **86% decrease in defects** and **tripling achievement of roadmap goals**.
- Advanced two Senior Software Engineers to Team Lead roles where they provided technical guidance to two teams of 6-8 persons, including FTEs and offshore contractors.
- Onboarded 12 software engineers via acquisition, and fostered collaboration between remote teams.
- Modernization of 2D/3D platform: conversion to Git, and advocating strategic attack on 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, additional REST & SCIM APIs (Java Spring), and front-end redesign to Angular 2.
- Introduced **Threat Modeling** to Security team to help analyze potential attack vectors.
- Established new vendor relationship for delivery and integration of localization assets.

**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 team as architect, lead developer and scrum master: a Linux ThinClient VDI/RFID Reader/SSO integration, and an Identity Governance/Data Warehouse solution.
- 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.
- 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 over 12 months, across 4 LOBs, using Kanban process.

**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