Andrew A Hamlin

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Profile

A software engineering manager with over 20 years of hands-on experience in Agile software development, release management, enterprise and cloud architecture, unit testing (TDD/BDD), system integrations, threat modeling, continuous integration and delivery (CI/CD), distributed and global workforce management, data-driven continuous improvements and team leadership.

An organized, conscientious, and inquisitive servant leader who has developed industry-leading software solutions, recognized by Gartner and KLAS Research.

Relevant Skills and Achievements

- Establish, manage, scale and improve Agile (Scrum, Kanban, SAFe) software development, providing visibility and predictability to executive levels
- Design, develop and maintain distributed systems, infrastructure and internal tools incl. Java, C#/.NET, Python, JavaScript, Node, SQL, NoSQL, Git, Jira
- Coach and mentor software developers at all levels

Earned *Employee Recognition Award* for increasing customer satisfaction scores by implementing Kanban and transforming engineering operations at Caradigm.

Experience

Gerber Technology, LLC: Tolland, CT   2018–2019

Sr Software Development Manager

- Initiated improvements to software engineering incl. source code branching, code reviews, backlog grooming, sprint planning, velocity and other dev metrics; increased completed work / release by 70% and reduced bugs by 86%
- Led design, estimation, and delivery of 2D/3D CAD features for 3 scrum teams (8 directs, 20 on/offshore contract resources) incl. AWS and API-based integrations

Sailpoint Technologies: Austin, TX   2017-2018

Software Development Manager

- Collaborated with other Engineering and Product Managers to scale agile delivery across 5 scrum teams with high-quality, cohesive feature sets
- Managed 8 direct reports, provided coaching on career development, design of API extensions for MFA/CyberArk/OAuth 2, and GitHub/Jenkins CI
- Introduced use of threat modeling tools, adopted by company's Security team
- Served as scrum master of two 8-person scrum teams
- Led recruitment and onboarding of 4 new hires

Caradigm USA, LLC: Bellevue, WA (Remote)   2012-2016

Software Development Manager & Team Lead: 2013 - 2016

- Led delivery of 2 products as lead developer and scrum master of 8-person scrum teams incl. RFID device integration, JavaScript SPA, and data warehouse
- Championed adoption of unit and integration test automation (TDD/BDD)
- Created continuous integration (CI) system using TFS, MTM, Hyper-V incl. gated-checkins and end-to-end test automation, achieving >70% code coverage
- Exceeded customer expectations by developing validation tools to better serve the technology partners implementing our VDI Client SDK for SSO

Sustaining Engineering (SE) Manager: 2012 - 2013

- Established and owned performance against service-level agreements (SLAs) governing requests from customer support, prof. services & pre-sales teams
- Implemented Kanban to meet 100% of SLAs and earned *Employee Recognition Award* for improving customer satisfaction scores by transforming SE operations
- Developed and maintained KPIs, dashboards and executive reports up to CTO
- Team delivered 50+ releases to clinical healthcare production environments
- Trained and managed 10-person on/offshore team

Microsoft Corporation: Redmond, WA (Remote)   2010-2012

Software Development Engineer II

- Defined architecture and led incremental transition of a monolithic Java app 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   1999-2010

Senior Software Engineer

- Developed clinical healthcare IAM platform incl. design and implementation of high-availability services, load-balancing algorithms, SOAP/REST/RPC web services, and orchestration for managing and upgrading Linux server clusters
- Reduced licensing, support, & fulfillment costs through innovative uses of OSS

Personal/Volunteer

Unplugg Enterprises: Easthampton, MA   2019-2020
Prototyped iOS mobile app in Dart, Flutter, Swift, Node, AWS, BLoC & Adobe XD

Education

Daniel Webster College: Nashua, NH
BS Management and Information Technology