Andrew A Hamlin

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SUMMARY

An engineering leader with proven track record of building high-performing, highly engaged teams and rock-solid streamlined release pipelines. An expert in establishing and optimizing software development processes, adept at Agile-Lean methodologies and with the experience to leverage them. Highly knowledgable of distributed architectures, APIs, CI/CD, DevOps, Testing, Web development, Security, Accessibility, and Internationalization. Extensive leadership experience throughout the SDLC, accomplishing strategic goals across Development, Product management, Pre-sales, Professional services and Customer support in environments from tech startup to Fortune 100 companies, including Release management, Vendor management, Partner integrations, Recruitment and hiring, and workforce management of globally distributed teams.

I endeavor to engage co-workers, customers and partners with empathy, foster a culture of trust, integrity and accountability within my teams, promote software craftsmanship and exemplify servant leadership qualities.

Key Competencies

End-to-end management of product design, delivery and maintenance with many SDLCs (Agile, Kanban, SAFe); balancing new features, defect resolutions, and reduced technical debt; repeatedly achieving on-time product launches

Agile coach; champion the adoption of DevOps mindset, team-based design and development, release planning, test strategies, and CI/CD

Define and utilize Key Performance Indicators (KPIs) to continually improve team performance and provide executive visibility

Extensive knowledge of build and test tools, virtualization, automation and effective design patterns for testability including TDD, BDD, performance & integration

Developed interview playbooks, leading to successful hires with minimal distraction

Achievements

- Established open, high-trust team environments where engineers engage in healthy debate, support and mentor one another, and share responsibility
- Implemented several build and test systems to effectively streamline and stabilize development across teams of 40+ globally distributed developers

- Awarded **Employee Recognition Award** for transforming the Sustained engineering operations and meeting 100% of Service-level agreements

WORK EXPERIENCE

Sr Software Development Manager   Gerber Technology, LLC   2018 – present

Improved team performance through data-driven (KPIs) changes, such as reducing commit to release (UA) times by 81.5% over 3 product releases. Delivering 2D/3D CAD roadmap and strategically addressing technical debt. Coaching individuals and teams in Agile-Lean and DevOps. Technical lead on integration a partner's digital avatar platform. Managing 7 developers and 10 offshore vendors.

Software Development Manager   Sailpoint Technologies   2016 - 2018

Led teams developing an enterprise governance platform including OAuth 2.0, Multi-Factor Authentication, Localization and Accessibility (Section 508, WCAG2). Scrum master of 2 teams. Automated reporting metrics for all teams. Established product localization process with technology partner. Hired and onboarded 3 engineers.

Software Development Manager/Team Lead Caradigm USA, LLC   2013 - 2016

Delivered 2 products to market on-time from requirements to delivery. Established an automated build-deploy-test workflow **and** achieved 70% code coverage.

Sustaining Engineering Manager   Caradigm USA, LLC   2012 - 2013

Drove 6 month turn-around of Sustaining Engineering operations; received *Employee Recognition Award*. Established real-time dashboard and KPIs for executive visibility. Managed 1 FTE and 6 offshore vendors.

Software Development Engineer II   Microsoft Corporation   2010 - 2012

Led transition between languages and technology stacks. Developed PowerShell API for orchestrating Linux server clusters.

Senior Software Engineer   Sentillion, Inc   1999 - 2010

Developed enterprise IAM solution for Healthcare; a *KLAS Top 20* product. Direct customer support in startup environment.

EDUCATION

B.S. Management and Information Technology

Daniel Webster College   Nashua, NH