

# Andrew Hamlin

Software Engineering Leader  
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## Professional Summary

Engineering manager with 20+ years experience in development and delivery of distributed systems and applications. A servant leader who emphasizes communication, collaboration, ownership, and continuous improvement, while coaching XP values such as pairing, TDD/BDD, and CI/CD. Successfully influenced and established lightweight processes in product team of 5 to 50+ persons, enabling effective forecasting, better risk mitigation, high-quality maintainable systems, consistent performance against OKRs, and satisfied customers.

## Work Experience

**Technical Co-Founder** - Unplugg Enterprises, Easthampton, MA Apr 2019 - Dec 2019  
Developed business plan, ran customer development studies, prototyped iOS & Android app with Dart, Flutter, Swift, Java, AWS AppSync (GraphQL/DynamoDB) and Adobe XD.

**Senior Software Engineering Manager** - Gerber Technology, Tolland, CT Apr 2018 - Dec 2019  
Championed improvements across the SDLC such as team-based design & estimation, code reviews and Agile Sprint planning: resulting in 86% fewer defects and 70% more completed work. Managed 8 directs & 20 offshore contractors. On-boarded 12 developers via acquisition.

**Software Development Manager** - Sailpoint Technologies, Austin, TX Dec 2016 - Mar 2018  
Collaborated with peers and Product Managers to design and deliver feature sets in Angular & Java across 5 teams. Automated analysis of Jira project stats and development metrics in Python. Established workflow for new localization partner; added 4 languages. Introduced security threat modeling during design. Scrum master of 2 teams, totaling ~16 dev & test engineers. Managed 8 directs. Led recruitment & on-boarding of 4 new hires.

**Software Engineering Manager** - Caradigm, Bellevue, WA / Remote Jul 2013 - Nov 2016  
Led teams from planning to on-time delivery of two new products, as lead developer and scrum master. Envisioned, built and deployed CI/CD pipeline enabling isolated polyglot build & test environments for full-stack applications including Javascript, C#/.NET, Java, Python, PowerShell, and SQL with automated testing and reporting capabilities.

**Sustaining Engineering Manager** - Caradigm, Bellevue, WA / Remote Jul 2012 - Jun 2013  
Established Kanban process that delivered 50+ releases to production clinical healthcare environments and met 100% of our SLAs. Earned **2013 Caradigm Employee Recognition Award** for improving our customer satisfaction scores, as measured by *KLAS Research*.

**Software Development Engineer II** - Microsoft Corporation, Andover, MA Jul 2010 - Jun 2012  
Designed SOA architecture and led incremental transition from Java to C#/.NET & PowerShell.

**Principal Software Engineer** - Sentillion, Andover, MA / Remote Dec 1999 - Jun 2010  
Developed SSO/IAM platform on Linux clusters in Java & Perl. Automated our bare metal installation to fulfill initial 300 units sold. Fixed LB algorithm that eliminated service disruptions and maintenance costs. Refactored HA solution to use OSS, saving \$1K/server in licensing.

## Education

Daniel Webster College, Nashua, NH  
B.S., Management and Information Technology