

# Andrew A Hamlin

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<https://aahamlin.github.io>

## SUMMARY

An engineering leader with proven track record of building highly engaged teams and rock-solid release delivery pipelines. An expert in establishing and optimizing software development processes, adept at leveraging Agile-Lean methodologies to deliver the highest business value products (ROI). Highly knowledgeable of distributed architectures, APIs, DevOps, Enterprise & Web development, Testing, Security, Accessibility, and Internationalization. Extensive leadership experience throughout the software dev lifecycle (SDLC), enabling business to accomplish strategic goals by collaborating across Development, Product management, Pre-sales, Professional services and Customer support; in environments from tech startups, high growth pre-IPO to Fortune 100 companies, including Release management, Vendor management, Partner integrations, Recruitment and hiring, and workforce management of globally distributed teams.

I engage co-workers, customers and partners with respect & empathy, foster cultures of trust and accountability, promote software craftsmanship and servant leadership.

## Key Competencies

End-to-end management of product lifecycle using various SDLCs (Agile, Kanban, SAFe); effectively balancing features, defect fixes, and technical debt

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

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

Extensive knowledge of development best practices, distributed systems, system integration, build & test tools, virtualization, automation, unit testing, performance & integration testing

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 an **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 acceptance” (UA) by 81.5% over 3 product releases. Managing delivery of 2D/3D CAD roadmap and strategically addressing technical debt. Coaching individuals and teams in Agile-Lean and DevOps. Technical lead on integration of 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

End-to-end management of 2 products to market on-time. Established an automated build-deploy-test workflow enabling 70% code coverage by unit & integration tests.

**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 (C#/.NET, Windows). Developed PowerShell API to orchestrate administration of Linux server clusters.

**Senior Software Engineer**      Sentillion, Inc      1999 - 2010

Developed enterprise IAM solution for Healthcare (Java, Perl, Linux); a **KLAS Top 20** product. Direct customer support in startup environment.

## EDUCATION

**B.S. Management and Information Technology**

Daniel Webster College      Nashua, NH