

Andrew A Hamlin

aahamlin@gmail.com

(860) 810 - 6538

<https://www.linkedin.com/in/andrewahamlin/>

SUMMARY

An engineering leader who has built highly engaged teams that deliver substantial business value over the past 22 years. An expert in optimizing software development processes, leveraging Agile-Lean methodologies, to ship rock-solid, on-time releases. Extensive leadership experience across the software dev lifecycle (SDLC), including Release management, Vendor management, Partner integrations, Recruitment and hiring, and workforce management of globally distributed teams.

I value people over process, foster trust, empathy, and accountability as a servant leader, promote software craftsmanship and am highly knowledgeable of distributed architectures, DevOps, Enterprise, Web & API development, Testing, Automation, Security, Accessibility, and Globalization best practices.

Awarded the **Employee Recognition Award** for transforming the Sustaining Engineering operations at Caradigm.

KEY COMPETENCIES

- End-to-end management of product lifecycle using various SDLCs (Agile, Kanban, SAFe); effectively balancing features, defect fixes, and technical debt
- Communication at Executive levels; defined and utilized Key Performance Indicators (KPIs) to report on and improve performance and predictability
- Innovator and life-long learner; constantly exploring and applying new learnings, and providing safety for people to fail, learn, grow, and innovate
- Hire engineers consistently recognized for their contributions, talents and humility

WORK EXPERIENCE

Sr Software Development Manager Gerber Technology, LLC 2018 - present

Strategically attacked product quality and maintenance costs by negotiating a 60/20/20 split of feature/defect/technical debt of CAD roadmap, resulting in 86% decrease in Customer defects. Drastically reduced "commit to acceptance" cycle time by 81.5% through data-driven analysis and workflow changes. Mentored engineering, product management and executives in Agile release planning including sprint planning, acceptance criteria, sprint metrics (code quality, velocity, backlog health); eliminating 6 month date slippage.

Software Development Manager Sailpoint Technologies 2017 - 2018

Led teams developing an enterprise governance platform including REST & SCIM APIs, OAuth 2.0, Multi-Factor Authentication (MFA), Credential Cycling Integrations, Localization and Accessibility (Section 508, WCAG2). Scrum mastered 2 full-stack teams. Engaged teams in design/code reviews (Java, AngularJS) that guided product, architecture and career growth (tech and soft skills) discussions. Added 4 languages through localization partner. Hiring manager; 8 directs, 3 new hires.

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

End-to-end management of 2 products, brought to market on-time. Established an automated build workflow including integration testing of REST APIs, SQL & SSIS; achieved 70% code coverage. Design and implementation of single page app (SPA), REST APIs, data warehouse, badge reader integration SDK on C#, SQL Server, SSIS, Python, JavaScript (Knockout.js), HTML/CSS. Developed interview playbook; hired database & front-end engineers.

Sustaining Engineering Manager Caradigm USA, LLC 2012 - 2013

Drove 6 month turn-around of Sustaining Engineering operations, meeting 100% SLAs; received *Employee Recognition Award*. Established real-time dashboard, KPIs and company-wide service-level agreements (SLA). Managed 1 FTE and 6 offshore vendors. Established triage process w/ Services and Support, resulting in higher customer satisfaction scores.

Software Development Engineer II Microsoft Corporation 2010 - 2012

Led transition between languages and technology stacks (C#/.NET, Windows). Design and implementation of PowerShell API to administer Linux app server clusters. Advocated adoption of library simplified architecture, improved performance & reliability, increased testability of service layers. Co-developed msbuild customizations to support Java & OSS software builds.

Senior Software Engineer Sentillion, Inc 1999 - 2010

Developed enterprise IAM solution for Healthcare (Java, Perl, C++, Linux); a *KLAS Top 20* product. Direct customer support in startup environment. Provided innovative OSS solutions that reduced licensing & fulfillment costs, & enabled greater profitability.

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

Daniel Webster College Nashua, NH