

# Andrew A Hamlin

aahamlin@gmail.com

(860) 810 - 6538

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

## SUMMARY

An engineering leader with track record of building highly engaged teams that ship rock-solid, on-time releases. An expert in optimizing software development processes, leveraging Agile-Lean methodologies, to deliver the substantial business value. 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; achieving strategic goals by enabling collaboration across Engineering, Product management, Pre-sales, Professional Services and Customer Support.

I value people over process, foster values of 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
- Define and utilize Key Performance Indicators (KPIs) and dashboards to continually improve team performance and provide Executive visibility
- 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

Managing delivery of 2D/3D CAD roadmap and strategically addressing technical debt (C++, C#, Python). Improved team performance through data-driven (KPIs) changes, e.g. reduced "commit to acceptance" time by 81.5% over 3 product releases. Mentoring team leads and dev manager. Hiring manager; 7 engineers & 10 offshore vendors. Agile coach; championing DevOps mindset, CI/CD, release & sprint planning (epic/story/acceptance criteria/testing), metrics (code quality, velocity,

backlog health). Advising cloud apps and services teams (AWS) on best practices (configuration as code, unit & integration testing, deployment scenarios, etc).

**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 teams. Led design/code reviews (Java, AngularJS). Established & managed product localization process with technology partner. Hiring manager; 8 engineers, 3 new hires.

**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; 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; received **Employee Recognition Award**. Established real-time dashboard and 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.

**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