

# Andrew A Hamlin

(860) 810 – 6538 | aahamlin@gmail.com | Simsbury, CT

## SUMMARY

An engineering leader who is people focused and deeply technical; delivering secure, fault-tolerant distributed systems for over 20 years. Extensive leadership experience across the software development lifecycle (SDLC) using Agile and DevOps methodologies including release management, partner integrations, recruitment, and workforce management of globally distributed teams.

A servant leader who values people over process, promotes software craftsmanship, an expert at “getting things done”, and is highly knowledgeable of service-oriented architecture (SOA), DevOps, data security and privacy, and globalization best practices.

Awarded the Employee Recognition Award for transforming Sustaining Engineering operations and raising Customer Satisfaction scores as measured by KLAS.

## Key Competencies

- End-to-end product lifecycle management
- Effective communication at executive levels
- Problem solving of process, technical and team issues
- Organizing and executing within environments of ambiguity
- Data-driven continuous improvement; based on Key Performance Indicators (KPIs)
- Investment in continuous learning; providing safety for people to fail, learn, grow
- Recruitment of engineers consistently recognized for their skill, talent and humility
- Passionate and driven to build customer-focused teams and products

## WORK EXPERIENCE

**Gerber Technology, LLC**                      Tolland, CT                      2018 – present  
Sr Software Development Manager

- Tackled quality issues negotiating a balance of feature/defects/technical debt, championing code reviews and teamwork resulting in 86% decrease in defects.
- Reduced “commit to accept” time by 81.5% with data-driven workflow changes.
- Mentored engineering, product management and executives in Agile (Scrum, SAFe) release planning and metrics.
- Provided expertise toward hybrid-cloud digital transformation including AWS solutions & REST API design.
- Directly managed 20 resources: 8 onshore and 12 offshore contract resources.

**Sailpoint Technologies**                      Austin, TX                      2017 - 2018  
Software Development Manager

- Led teams developing an identity governance platform incl. REST APIs, OAuth 2.0, Multi-Factor Authentication (MFA), Cloud integrations (AWS, Dropbox), Localization & Accessibility (Section 508, WCAG2).
- Engaged teams in design/code reviews (Java, AngularJS) that guided product, architecture and career growth (tech and soft skills).
- Optimized end-to-end process with localization partner, delivered 4 new languages.
- Scrum mastered 2 full-stack teams (16 dev/test), 8 directs, 3 new hires.

**Caradigm USA, LLC** Remote 2013 - 2016

Software Development Manager/Team Lead 2013 - 2016

- End-to-end management of 2 on-time product launches, achieved 70% code coverage including unit & integration testing.
- Led full-stack teams developing a single-page App (SPA), REST APIs, OAuth 2.0, SSO for VDI SDK; technology included JavaScript (Knockout.js), Java, C#.NET, Python, SpringMVC, MVC5, SQL Server, & SSIS.
- Developed interview process; hired database & front-end engineers.

Sustaining Engineering Manager 2012 - 2013

- Drove 6 month turn-around of Sustaining Engineering operations utilizing Kanban; received *Employee Recognition Award*.
- Established real-time dashboard, KPIs and company-wide service-level agreements (SLA).
- Managed one onshore & six offshore contract resources.
- Establishing a cross-department triage process and achieved 100% SLAs.

**Microsoft Corporation** Remote 2010 - 2012

Software Development Engineer II

- Led teams transition to C#.NET, Windows technology stack.
- Advocated adoption of software architectures (Azure, Hyper-V) and libraries that improved performance & reliability, and increased testability of service layers.
- Co-developed MSBuild customizations to support Java & OSS software builds.

**Sentillion, Inc** Andover, MA 1999 - 2010

Senior Software Engineer

- Developed enterprise IAM for Healthcare solution on Linux, Java, Perl technology stack; a *KLAS Top 20* product.
- Introduced innovative OSS solutions for web administration, eliminated \$1K/server licensing & slashed fulfillment costs via automated install and verification scripts.

## EDUCATION

**Daniel Webster College** Nashua, NH

B.S. Management and Information Technology