

# Andrew A Hamlin

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## Profile

A servant leader and software engineer with over 20 years of hands-on experience in software development, release management, enterprise architecture, cloud architecture, full stack development, test-driven development, systems integration, continuous integration, global workforce management, and team building.

An organized, conscientious team player who has delivered industry-leading enterprise IAM and GRC platforms, recognized by Gartner and KLAS Research, looking to pitch-in and help product development teams ship amazing products and build healthy, inclusive cultures of teamwork and engineering excellence.

## Competencies

- Fostering innovation and engagement within product development teams
- Coaching, mentorship and technical guidance of software engineers
- Leading sustainable continuous improvement initiatives based on data
- Managing end-to-end development & operation of distributed systems
- Acquiring and applying technical and soft skills quickly and effectively

## Experience

**Gerber Technology, LLC:** Tolland, CT

2018-2019

### Sr Software Development Manager

- Championed SDLC changes in 50-person software org; successfully transitioning from 1-yr to 3-mo release cycles and yielded 86% fewer defects after 2 releases
- Led design, estimation, and delivery for 3 project teams, approx. 30-persons incl. 20 on/offshore contract resources, developing in C++, C#, Python, AWS
- Initiated organizational development across engineering departments incl. Canadian-subsidary to adopt best practices & servant leadership philosophy
- Managed 8 direct reports, mentored 1 SDM and 2 dev-leads

**Sailpoint Technologies:** Austin, TX

2017-2018

### Software Development Manager

- Evolved engineering best practices along with other engineering leaders incl. introduction of threat modeling tool adopted by company's Security team
- Served as scrum master of two 6-8 person scrum teams. Worked with Product & Design on planning and delivery of full stack features in Java, SQL, & Angular
- Established & owned localization process, added 4 new languages
- Managed 8 direct reports. Led recruitment and onboarding of 4 new hires

**Caradigm USA, LLC:** Bellevue, WA (Remote) 2012-2016

**Software Development Manager & Team Lead:** 2013 - 2016

- Delivered two new products from inception to launch, leading two 6-8 person scrum teams, consisting of Dev, QA and Product manager/owners
- Created continuous integration (CI) system on TFS, MTM, Hyper-V incl. gated-checkins and end-to-end test automation. Led 1 build engineer, 2 principle software engineers adding TDD support across .NET, Java, Python, JavaScript
- Personally implemented full stack features in Java, C#, SQL, JavaScript, & Python

**Sustaining Engineering Manager:** 2012 - 2013

- Established and owned performance against service level agreements (SLAs) governing requests by customer support, prof. services & pre-sales teams
- Transformed Sustaining Engineering operations to Kanban delivery model; earned *Employee Recognition Award* for improving customer satisfaction scores
- Developed and maintained KPIs, dashboards and executive reports up to CTO
- Team delivered 50+ releases to clinical healthcare production environments
- Trained and managed 10-person on/offshore team

**Microsoft Corporation:** Redmond, WA (Remote) 2010-2012

**Software Development Engineer II**

- Defined architecture and led 6-person team transforming a monolithic Java app to service-based architecture in C#/.NET, WCF, WPF, and PowerShell
- Co-developed self-contained polyglot build system for Visual Studio/MSBuild

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

**Senior Software Engineer**

- Developed clustered Linux server platform with 24x7 support and 99.999% uptime, incl. RedHat/CentOS, Jetty, OpenLDAP, Java, Perl; a *KLAS Top 20 product*
- Reduced licensing, support, & fulfillment costs through innovative uses of OSS

**Personal**

**Unplugg Enterprises:** Easthampton, MA 2019

Mobile app development with Dart/Flutter, Swift, Android Java, AWS, & Adobe XD

**The Master's School:** West Simsbury, CT 2014-2015

Taught introductory programming elective to 20 high school students

**Education**

**Daniel Webster College:** Nashua, NH

BS Management and Information Technology