

Troy C. Hendrix (Chris)

Agile solution visionary

I am an INFJ out-of-the-box thinker, capable of programming in both Windows and Linux environments in a variety of languages. With strong experiences in real-world business settings, I excel at exploring customer needs, translating those needs into requirement lists, and developing a solution on-time and within budget by either leading a team of programmers or acting as a servant leader taking the project from inception to completion via scrum methodologies.

Application experience

Web design, E-commerce, POS systems, CMS, CRM, inventory systems, budgeting software, time clock systems, image processing applications, warehouse pricing systems, big data management, auction websites, Amazon ECS/WMS API integration, Insurance, Sales, Reporting and inspection services, risk evaluation

Governmental exposure

FEMA, DTRA, DOT, USCG

Education

University of Tennessee, Knoxville, 1993
Bachelor of Science, Logistics & Transportation

Certifications

COMPTIA Sec +, 11/2020

Honors

Eagle Scout, Boy Scouts of America

References & additional work history

Available upon request

Experience

11/2019 -
present

Senior Consultant / Line Manager
ABS Group, Knoxville, TN

- *Established coding standards, implemented best practices for code reviews and architecture patterns, implemented code management utilizing gitflow methodology across the programming teams.*
- *Managed team members on a daily basis and conducted yearly performance evaluations*
- *Architected and implemented a chemical facility inspection application to document the safety status for piping and equipment and allowed the managers to develop real-time PDF reports*
- *Architected and implemented CBRN scenario web applications for the USCG.*
- *Architected and implemented CBRN survey web applications for DTRA*
- *Architected and implemented web applications for industrial equipment source inspections*
- *Mentored developers across several teams*
- *Led multiple teams onto the path of agile web development*
- *Facilitated product box sessions to gather business*

Personal Information

Address

1846 Southcliff Drive
Maryville, TN 37803

Phone

865.755.6188

Email

emailme@tchendrix.com

Website

www.tchendrix.com

Relocation willingness

Not at this time

Skills

Enterprise software development

★★★★★

Software architecture

★★★★☆

Project management

★★★★★

Requirement gathering

★★★★★

Abstract thinking

★★★★★

Leadership & mentoring

★★★★★

Technical writing & documentation

★★★★☆

Mock-ups

★★★★☆

UI/UX

★★★★☆

Process improvement

★★★★★

Database design & optimization

★★★★★

SEO

★★★★☆

Data analytics

★★★★☆

HTML

★★★★★

CSS

★★★★★

- *requirements to assist project managers with budgeting*
- *Facilitated pointing sessions and retrospectives.*

05/1996 - present

Owner

SkuFlow Inventory Systems, Maryville, TN

- Managed and Facilitated over \$100M in international book sales and helped arranged the logistics for international shipping.
- Managed and tracked over 20M units in stock globally
- Managed warehouses and coordinated transportation
- Managed offshore development teams
- Provided consultation on inventory management and product purchasing.
- Programmed real-time wireless inventory systems, CRM, sales systems, time clock, and business reporting applications
- Organized and promoted three international book shows and developed software to manage registration and attendee tracking
- Designed and programmed software for high speed image printing used by MEAD, inc. to print PLC labels for Dole and other corporations
- Architected and developed large volume e-commerce systems
- *Designed and maintained custom web sites.*
- *Launched MyBookBucks.com and BooksForBlessings.com as online book ventures shipping over 200,000 books in 2021.*
- *Provided managed web hosting for global clients*

02/1997 - present

Director of technology

UnlockingAutism.org, Baton Rouge, LA

- *Advise the organization's board in all aspects of their technical needs and ventures*

2/2013 – 11/2019

Software Engineer II

Clayton, Inc., Maryville, TN

- Designed core retail Sales Force Integration hub for retail division,
- Performed as both ColdFusion and C# software engineer
- Used n-tier and domain driven architecture patterns.
- Organized and facilitated cross business unit meetings to rebuild our integration environment into a usable platform for development.
- Organized and facilitated meetings between engineering and the data teams to upgrade SQL servers to the 2017 and to reconnect all code bases.
- Modernized legacy ColdFusion applications to a modern C# code base
- Integrated customer data with Sales Force and Appian.
- Led cross business unit initiative to upgrade, remediate, and test ColdFusion code base to the latest version.
- Mentored peers by providing business acumen and knowledge of industry best practices.
- Responsible for onboarding new retail developers including the senior developers and architects.
- Communicated and performed efficiently on a highly effective agile development team
- Trained end-users and provided ongoing service ticket support

Python

★★★★★

C#

★★★★☆

Coldfusion

★★★★★

Django

★★★★★

Blazor (server / wasm)

★★★★★

Bootstrap

★★★★★

Git

★★★★★

Appian

★★★☆☆

Salesforce

★★★☆☆

Splunk

★★★★★

MSSQL

★★★★★

MYSQL

★★★★★

Postgres

★★★★★

for 1200 employees across 400 retail locations.

- Created wire-frames and mock-ups
- Provided cross business support in our Quality Assurance testing environment.
- Translated established creative direction into conceptual ideas.
- Wrote and organized application and database technical documentation.
- Identified and eliminated website bugs to improve user experience.

10/2009 –
02/2013

Senior web application developer

Revolutions, Inc., Columbus, OH

- Developed an automated product and inventory system which retrieved product list from several vendors, listed the merchandise for sale and monitored pricing through AWS and determined where to send the orders for fulfillment based on set KPI from our vendors.
- Developed a real-time e-commerce analytics engine which eventually became Oris Intelligence with an annual revenue of + \$10M. Oris was acquired Price Spider in 2019 for an undisclosed sale price specifically for the prototype software I designed named PROWL.
- Developed a multi-threaded web-based customer communication queue system which coordinated and routed emails, voicemails, messaging, and support tickets in relation to e-commerce orders and evaluated employee workload to determine where to route the information.
- Managed a network of 10 e-commerce websites.
- Managed offshore developers
- Led the company through PCI compliance.
- Handled IT support and technical training for employees across the country.
- Responsible for the technical documentation of all company applications.
- Responsible for maintenance, patching and up-keep of both Linux and Windows production and development servers.

03/2008 –
10/2009

Senior web application developer

MediaPulse, Inc., Knoxville, TN

- Responsible for all customized programming and platform builds for new websites and legacy support.
- Assisted in technical support for over 300 clients
- Enhanced, documented, and supported legacy code repository
- Designed, Programmed, and Implemented custom CMS solutions, e-commerce, auction, and government research

applications

12/2003 –
03/2008

IT director

Slack Management Company / Book Warehouse, Knoxville, TN

- Programmed and implemented a budget system to manage the day to day operations for a 10 store retail operation with over 150 employees.
- Developed and maintained a merchandise pricing system
- Developed and maintained a real-time product dispersal system to avoid overstocks
- Designed and developed a multi-store point of sales system with data syncs to the central server for reporting and data warehousing.
- Designed, programmed, and supported a web-based back office data system to manage supplies, sales, inventory, employees, budgeting and purchasing
- Conducted network and PC Tech support
- Managed the Internet fulfillment division and company warehouse
- Responsible for customized sales analytic and trending reports for over 2M units in stock
- Increased and maintained Internet sales from \$3000/month to \$50,000+/month in eight weeks