

# TROY C. HENDRIX (CHRIS)

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## SUMMARY

A critical thinking servant leader, accomplished, and driven Agile full-stack solution professional with extensive experience in project management, technical leadership, management, and innovative problem-solving. Skilled in multiple programming languages managing large-scale projects, mentoring teams, and optimizing database designs. Passionate about driving technological advancements and delivering high-impact solutions on time and within budget. Leverages excellent communication and divergent problem-solving skills to collaborate with team members and achieve operational excellence. Serves as a key contributor to the success of the organization.

**Agile Scrum and Kanban Leadership | SaaS | IT Consulting | Project Management | Personnel Management  
Coaching and Mentoring | Team Leadership | Team Building | Process Improvement | Technical Documentation  
UI / UX | Database Design and Optimization | Search Engine Optimization | Data Analytics | Full-Stack  
Methodologies | Customer Relations | Product Roadmaps | Stakeholder Engagement**

## EXPERIENCE

ESTES FREIGHT WORLDWIDE,  
**Software Engineering Manager, 2024-PRESENT**

- TBD

ABS CONSULTING, INC., Knoxville, Tennessee  
**Senior Consultant, Line Manager, 2019-2024**

- Managed team members and conducted yearly performance evaluations.
- Team lead for requirement gathering and development of a multi-tenant C# / Blazor / .NET Core / .NET 8 / API / MS SQL equipment inspection web application with dynamic PDF reporting built on Telerik, data analytics, permission workflows, and real-time communications leveraging Azure App Services with key vault integration. This software assisted in the sale of the ABS Consulting Global TIS Division to Apave, Inc. in 2023.
- Co-developed a C# / .NET 8 / API / ADO.NET configurable code generator to rapidly template out application changes from the repositories up to the API client, which accelerated development time for both web and WCF desktop applications and allowed developers to focus on business needs and less on boiler plate coding.
- Assigned role as lead back-end architect for a corporate client portal, using C# / .NET 8 / API / ADO.NET / Twilio / SendGrid / Kafka to establish the core APIs for authorization, authentication, and CRUD management for central entities used across applications within the portal and to transmit data changes to Kafka topics for consumption in the web client. Mentored the Junior front-end developers working on the UI.
- Lead front-end consultant and database expert for a C# / .NET Core / .NET 8 / API / Blazor / JS geospatial consequence analysis service used by USCG to help determine death and injury estimates for fires, explosions, and toxic releases near all bodies of water.
- Spearheaded development of a Python / Django / C# / .NET Core / .NET 8 / API / Upskill (SaaS mobile app integration) chemical and gas facility inspection application with dynamic data analytics and PDF reporting services.
- Managed development team responsible as lead developer for a Python / Django / Postgres technological threat assessment survey system for DTRA. Assisted project manager in converting CBRN business requirements to technical stories and streamlined the Docker environment build process and documented local environment setup guides for developers.
- Provided MS Power App solutions for DOT to track highway incidents to determine if they needed official reporting and investigation.

- Mentored a team of junior developers to refactor a Python / SQLAlchemy / Postgres application from a monolithic architecture to a microservice architecture for the USCG and leveraged microservice and CQRS patterns with ArcGIS implementation for geospatial map integration.
- Consulted with ABS (parent company) and AMSEA.org to gather requirements and led the creation of a C# / Blazor / .NET 8 / API / Cloudmersive web application with a Blazor Maui mobile app to gather anonymous data on near-miss reports in the fishing industry to help promote safety.
- Led Agile consulting for FEMA developers to organize a backlog for HAZUS, an environmental risk management system.
- Executed Azure deployments with rollback ability in all environments. Established coding standards and best practices for architecture patterns, code reviews, and Agile process improvement across multiple teams and mentored junior developers to use a consistent methodology for software development to accelerate product delivery across the corporation.
- Trained and mentored developers across several teams and conducted one-on-one sessions as needed for guidance and personal growth.
- Championed white glove customer service to both internal and external customers, resulting in high customer retention through optimized communication, relationships, and set expectations.
- Responsible for designing product roadmaps and coaching project managers to break down business needs into technical requirements.
- Assumed Agile leadership role to guide several teams onto the Scrum development path, resulting in full transparency for the stakeholders in the business, realistic timelines, and reduced complexity in the SDLC.
- Implemented Gitflow methodologies across teams to optimize code management and enable flexible deployment strategies.

CLAYTON, INC., Maryville, Tennessee

**Software Engineer II, 2013-2019**

- Championed the Scrum process and performed as both C# developer and lead ColdFusion architect, coordinating a divisional crossover modernization effort encompassing 17 applications supporting 450 retail locations. Tech stack included C# / .NET Core / .NET 3-4 / MS SQL, utilizing on-prem load balancing in QA and production environments. Architecture patterns started as N-tier and migrated to DDD microservices, utilizing CQRS. Web clients leveraged jQuery / TypeScript / AngularJS / Bootstrap / Material. Internal and third-party applications such as Salesforce, Appian, and HubSpot were integrated, using MuleSoft Anypoint.
- Facilitated cross-business unit collaborations to rebuild the integration environments into usable platforms for developers.
- Planned and coordinated weekly production deployments with TeamCity and Octopus Deploy, communicating updates with the support technicians to raise awareness and mitigate user issues in the field.
- Directed meetings between engineering and data teams to upgrade SQL servers in non-production environments, supplied anonymous test data, and coordinated full integration testing efforts across all business verticals in the business.
- Organized and led an initiative to upgrade ColdFusion across the corporation, refactor the code as needed, and retro test all applications. Developed and coordinated a production deployment plan with DevOps.
- Mentored peers by providing business acumen, resulting in high employee retention and increased ROI due to rapid onboarding techniques.
- Trained end users at the retail locations and acted as technical lead for support ticket triage and resolution.
- Supported the QA testers, providing lay-term use case scenarios, resulting in high-confidence testing and hardened nominal risk production deployments.
- Responsible for documenting divisional web applications.
- Built dashboards and custom alerting systems in Splunk to monitor all applications in the retail domain.

## **ADDITIONAL EXPERIENCE**

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SKUFLOW INVENTORY SYSTEMS, Maryville, Tennessee, **Sole Proprietor**, 1996-Present. This currently provides a professional sandbox for me in which I can sharpen my skill set personally and professionally. I am refreshing my CSM and CSPO certifications and coordinating a family-owned Amazon store with over 8.5K book titles. In the past, I managed an international remote team of developers to build a proprietary SaaS consisting of purchasing, inventory, CRM, CMS, e-commerce, reporting, employee management and AP/AR modules. I am now using my free time to convert the old code into an event based C# on Blazor SaaS. Other

accomplishments include facilitating over \$100M in wholesale global book sales, managed a global inventory of 30M books, performed as a warehouse manager and logistics coordinator, organized and promoted three international book shows, and developed a desktop image processor in VB for high-speed PLU barcode printing applications for MEAD, Inc. and Dole, Inc.

REVOLUTIONS, INC., Columbus, Ohio, **Senior Web Application Developer**, 2009-2013. Developed automated ColdFusion and MS SQL Amazon API integration to automate product listing, pricing, and order fulfillment with vendors to maximize profit. Created a real-time e-commerce analytics engine, which became Oris Intelligence and was acquired by Price Spider in 2019. Designed a ColdFusion / MS SQL web-based customer communication system, which routed emails, voicemails, messaging, and support tickets in relation to e-commerce orders and evaluated real-time employee workloads to queue inbound request. Managed a network of 10 e-commerce websites, responsible for servers in all environments, managed offshore developers, and guided the CFO through PCI compliance for all commerce channels.

MEDIAPULSE, INC., Knoxville, Tennessee, **Senior Web Application Developer**, 2008-2009. Performed all customized programming and proprietary platform builds for new websites and provided legacy support. Acted as technical client support lead for over 300 clients. Administrated all code versioning systems. Built CMS solutions, e-commerce, auction, and government research applications for ORNL, using Python / Django / MySQL on both Red Hat and Fedora.

SMCO, LLC, Knoxville, Tennessee, **IT Director**, 2003-2008. Led development of corporate intranet for 10 retail stores to manage budgets, employment records, time keeping, purchasing, inventory, sales, and customer management. Led the development of a C# / .NET 3 / MS SQL desktop LAN-based POS system with remote data capture for customized sales reports. Built a C# / MS SQL desktop inventory pricing and label printing application with remote data capture to optimize flow of information regarding available inventory throughout the retail chain. Managed in-store and online inventory of over 2M units. Managed Internet order fulfillment warehouse and employees growing sales from \$3K per month to \$50K+ per month in eight weeks.

## EDUCATION

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UNIVERSITY OF TENNESSEE, Knoxville, Tennessee  
**B.S., Logistics and Transportation**, 3.4 GPA, 1989-1993

## CERTIFICATIONS

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Public Trust (DOT), 2019-2024  
DHS (FEMA) Suitability, 2024  
CompTIA Security+, 2020-2023

## TECHNICAL SKILLS

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HTML5 | CSS | JS | jQuery | JSON | XML | C# | Blazor | Python | Django | CFML | Web API | AutoMapper | MediatR | TDD | N-tier | DDD | Microservices | Bootstrap | Material | Leaflet | Git | Gitflow | Bash | Kafka | Splunk | MS SQL | MySQL | Postgres | SQL Redgate | Entity Framework | Dapper | ADO.NET | Balsamic | Moqups | Visio | Figma | Photoshop | MS Office | Jira | Confluence | Telerik DevCraft | Visual Studio | PyCharm | Azure DevOps | Azure Cloud Administration | Amazon SP1 | WordPress | WooCommerce | Magento | Drupal | Serilog | Unit Testing | Katalon | TeamCity | Octopus Deploy | Twilio | SendGrid | MS PowerApps | SharePoint | Docker