

Hayden Gross

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EDUCATION

Arizona State University

Bachelor of Business Administration

Tempe, AZ

SKILLS

Hard Skills: AI-assisted software development (Claude, OpenAI Codex, Gemini, Azure OpenAI, local models), agent orchestration and MCP, TypeScript and Angular, C# and .NET Core, Python, SQL, Cloudflare and Azure platforms, Salesforce, HubSpot, Postman, Playwright, Excel, Data analysis

Soft Skills: Risk identification and escalation, Project Management, Communication, Problem-solving, Decision making, Time management, Adaptability, Client Relations, Deadline management, Team management, Multitasking

WORK EXPERIENCE

Solentrex

Director of Technology (joined as Manager, Solution Delivery)

Remote

Dec 2025 – Present

- Direct technology for a solar CRM software company as the only in-house engineer, owning all 14 repositories across web, API, and AI services after engineering moved in house, cutting engineering spend by about 95%.
- Built the company's AI working environment: a 2,200-document shared memory and 129 written rules loaded by every AI session, with governance covering secrets, PII, and review of client-facing output.
- Shipped roughly 800 merged pull requests inside that environment, including a lender integration certified 100 of 100 and an in-house utility bill reader running at about one cent per bill.
- Built automated checks that catch pricing and savings errors on real production data before customers see them.
- Serve as the only technology voice on the weekly executive committee; recommended and executed the company's vendor and identity platform decisions.

Amazon Corporate

Business Logistics and Data Analytics

Tempe, AZ

May 2024 – Dec 2025

- Collaborate cross-functionally with logistics teams and internal stakeholders to streamline the outbound shipment of over 62 million units annually.
- Promote best practices and leverage data analytics to remove bottlenecks, empower teams, and accelerate delivery timelines.
- Resolve complex operational challenges and escalations, proactively mitigating long-term risks to ensure network stability.
- Design and execute strategic solutions that optimize efficiency and drive measurable outcomes across logistics processes.
- Monitor and report on the U.S.-wide active trailer pool, aligning resources to meet Fulfillment Center demands effectively.

Wedgewood Weddings

Banquet Operations & Sales Coordinator

Chandler, AZ

Sep 2021 – May 2024

- Managed banquet operations, restaurant supervision, and sales coordination delivering exceptional hospitality for weddings and events.
- Collaborated with teams and vendors to streamline event execution, leveraging Salesforce.com for client relations and resource alignment.
- Oversaw food and beverage service, staff training, and operational efficiency in fast-paced, high-volume settings.
- Resolved event-day challenges swiftly, ensuring seamless experiences for clients and maintaining high service standards.

SKILLS AND TOOLS

AI models: Claude (Opus, Sonnet, Fable), OpenAI Codex and GPT models, Google Gemini, Azure OpenAI, local open-weights models via Ollama and llama.cpp

AI practice: agent orchestration, MCP tool servers, prompt and context engineering, retrieval, verification workflows, AI governance and cost policy, brand and voice systems for AI content

Languages and frameworks: TypeScript and JavaScript (Angular), C# (.NET Core), Python, SQL, HTML and CSS

Platforms and services: Cloudflare (Workers, Pages, D1, R2), Microsoft Azure (App Service, Key Vault, DevOps pipelines), WorkOS, Clerk, Salesforce, HubSpot, Postman, Playwright, Fellow

PROFESSIONAL PROJECTS

IDENTITY PLATFORM REBUILD (Solentrex)

Aug 2026

- Recommended buying the identity layer rather than building it, against a three to four month outside estimate, and delivered it in house instead. Locked the scope before any code: buy not build, single sign-in across both applications, no cross-tenant visibility. Cut production over in two days across seven pull requests, with backup retention and a fresh export on every production database in place first.

UTILITY BILL READER (Solentrex)

Jul 2026

- Built the in-house reader that produces the first number in every solar proposal, replacing a vendor model that could not explain its outputs. A two-stage vision pipeline locates the value on the bill, crops to it, then reads only that region, with dual-read voting. Runs at about one cent per bill and shows its working.

LENDER FINANCING INTEGRATION (Solentrex)

2026

- Rebuilt the financing integration end to end and passed the lender certification at 100 of 100 addresses. Built the automated checks that verify pricing and savings math against real production data before a homeowner signs.

MYONEALPROPERTIES.COM

Live in production

- A rental application a family member runs a real business on, managing a ~50-property portfolio. Cloudflare Workers, D1, and R2, Clerk authentication, RentCast and OpenAI integrations, and a human-approved AI data import. Designed so no button on screen can spend money without a person approving it.

HOUSEHOLD FINANCE ASSISTANT

2026

- A private assistant for real household finances running on a local open-weights model under an isolated OS user. Real financial data never reaches a cloud model, and a deterministic engine owns every number the assistant reports.

REPORT TOOLKIT (Amazon)

Apr 2025

- Created an automated template to generate Root Cause Analysis reports for senior leadership, escalating critical operational disruptions through management levels from Site Leaders to Senior Regional Directors. The system standardizes data-driven analysis of fulfillment center issues, implements immediate action plans, and maintains efficient package flow across Amazon's distribution network through proper leadership visibility and accountability.

PROJECT HARMONY (Amazon)

Dec 2024

- An initiative to decentralize operational duties within Amazon's logistics network. Assisted in on-site training sessions across fulfillment centers nationwide, enabling local teams to take on more control over dock management processes. This effort supports Amazon's aim to improve efficiency and agility by shifting key responsibilities from central management to individual facilities.