

Hayden Gross

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EDUCATION

Arizona State University

Bachelor of Business Administration

Tempe, AZ

SKILLS

Environments: Angular and TypeScript, C# and .NET Core, Python, SQL Server, Cloudflare (Workers, Pages, D1, R2), Microsoft Azure, Salesforce, HubSpot

AI and tooling: Claude, OpenAI Codex, Gemini, Azure OpenAI and local models, agent orchestration and MCP, Postman, Playwright, Excel, data analysis

Soft Skills: Self-taught, Self-directed, 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

Remote

Dec 2025 – Present

- Own all 14 repositories at a solar CRM software company, across web, API and AI services, as its only engineer. Engineering spend fell about 95% when the work moved from an outside agency to me.
- 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 AI utility bill reader I built that reads a customer's bill and costs about one cent to run.
- 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

- Worked with logistics teams across the network on the outbound flow of over 62 million units a year.
- Built an automated Root Cause Analysis template that escalated critical disruptions from site leaders to senior regional directors, so the same failure was analysed the same way each time.
- Resolved escalations and named the risk behind each one early, so the same disruption did not come back.
- Trained fulfillment center teams on site across the country through Project Harmony, moving dock management decisions out of central control and into individual facilities.
- Reported on the US-wide active trailer pool and matched equipment to what each fulfillment center actually needed.

Wedgewood Weddings

Banquet Operations & Sales Coordinator

Chandler, AZ

Sep 2021 – May 2024

- Ran banquet operations and managed the pub, coordinating weddings and events from the floor.
- Worked with teams and vendors to keep events on schedule, using Salesforce for client relations and resource planning.
- Oversaw food and beverage service and trained new staff, on days where the date does not move.
- Made the call when something went wrong on the day, with the client in the room.

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

Stacks worked in: Angular and TypeScript, C# and .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. 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 AI reader that produces the first number in every solar proposal, replacing a bought-in 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.