Trent Grandey (see https://trentgrandey.com)

Dallas-Fort Worth Metroplex • trent@trentgrandey.com • linkedin.com/in/dotnetcoderdfw • @DotNetCoderDFW on X • trentgrandey.com

Sr. Software Architect

With over 27 years of experience in software development, I have consistently delivered innovative solutions and enhanced user experience. I enjoy streamlining processes, integrating systems and reducing end-user headaches. Much more info at https://trentgrandey.com.

PROFICIENCIES

Platforms: .Net, .Net Core, .Net Framework, MSSQL, MYSQL, Postgres, HTML, CSS, JavaScript, Angular, NetSuite, HubSpot, Git, Azure DevOps

Methodologies: Software Architecture, Software Development, Web Application Design and Development, API Design and Development, Database Design, Integration Design, User Experience, Business Analysis, NetSuite Administration and Customization, NetSuite API Development, HubSpot Administration, HubSpot API Development

WORK EXPERIENCE

PPAI – Promotional Products Association International • Irving, TX • 11/2015 – 03/2025
Sr. Software Architect / Development Manager

- Spearheaded the architectural design of multiple web properties, enhancing user experience and increasing engagement through innovative solutions.
- Developed and implemented coding standards that enhanced code quality, ensuring maintainability and reducing technical debt.
- Owned all development projects from needs-analysis to architecture to development to deploy.
- Architected a robust API framework that facilitated real-time data exchange across platforms, significantly enhancing collaboration and operational agility.
- Principal database designer, responsible for managing on-prem MS SQL Server and eventually MS SQL and PostgreSQL instances on Azure.
- Managed the move from on-prem to Azure for our external web applications and set up Azure Functions to facilitate data exchange between our new NetSuite and HubSpot platforms.

My OnCall Tech, LP • Dallas, TX • 02/2005 – 11/2015
Senior Software Engineer, Consultant

- Managed various projects for our company's clients as a contract developer with a focus on client communication and delivery on deadlines.
- Worked directly with clients to handle needs analysis and project management.
- The bulk of my work here was in support of PPAI (see above) as our largest client. It was about 75% of my billable time. After 10 years as a contractor with PPAI, I signed on as a full-time employee.

NOTABLE PROJECTS (FULL LIST AT HTTPS://TRENTGRANDEY.COM)

Call Center • 05/2012 - 04/2023

Designed and developed a web application to be used by sales agents for PPAI. They were using our association management software to mine contacts for their territories, which were defined by states and countries. The Director of Sales approached me to create a new system where the manager could feed the agents leads, instead of having the agents mine for their own. The system would be a local web application that they would connect to with their browser. There was a management console where the director or managers could load lead lists and those lists would be parsed, and each lead automatically assigned the correct agent based on location. The director or manager could create a new "campaign" and load the lists to a campaign. This allowed the director to turn "campaigns" on and off, and they could be prioritized to manage which calls would be made first. Each "campaign" had prompts where the managers could display a call script, a voice message script, and a page of internal notes where the managers could let the agents know of any specials or offers that were available. The agent console was a set of screens to control the calls. When the agent logged in, a call would be shown on their screen giving them the information on the company and the "campaign" that defined that call. The agent would look over the company info, personal info, and campaign info and then either wait for the timer to expire or click a button to force the call to dial immediately. The application was integrated with many phone systems. It would always off-hook the agent's phone and dial the appropriate number. During the call, screens were available for the scripts, campaign notes, and the resolution screen. The resolution screen had input fields for the agents to enter call notes, schedule callbacks and other call disposition functions. When the agent finished a call, they would save the resolution screen and the next call would show. The end result was that agents were no longer spending their time mining for calls to make. The director could now plan all the calls that needed to be made from a strategic standpoint and the agent could move from call to call easily. Call counts went from 35-50 a day per agent to over 200. All data was stored and aggregated for management reporting.

SAGE Integration • 01/2013 - 03/2025

Designed, developed, deployed and maintained the data integration between PPAI and SAGE, our technology partner. In 2013, PPAI and SAGE came together to join memberships in the two organizations into one "Power of Two" membership. This entailed sharing customer data, so each organization could maintain the necessary information to support each of their membership offerings. APIs and processes were developed so that new member data would be shared as well as keep existing member data synchronized for more than 50,000 future, current and past member records.

Membership Application Automation • 02/2015 - Present
PPAI

Designed and developed an online membership application process to replace a very manual paper-based process. To become a member, the applicant must apply and then will have to verify with various documentation types (invoices, letters, POs) that they are eligible to be a member. This would entail a number of phone calls, emails and pushing paper between departments in the association. The new process included a new web application written in C# MVC that gathered the initial application and verification documentation. The information would be stored in the database and would then be shown on the membership team's CRM to notify them that they had a new application to work. If more documentation was required, the request would be sent to the applicant via email with a link that allowed them to come back and review their application and provide further documentation. The new process allowed the applicant and their membership team representative to maintain the application and all documentation in one place easily accessible to all parties.