

# Michael Hendrick

**Technical Program Manager · SAFe Scrum Master**

*Program-level Agile delivery, a developer-tools foundation, and hands-on AI-era fluency.*

Greater Seattle, WA — open to relocation, remote, or hybrid

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## SUMMARY

I turn complex, multi-team software work into visible plans, clear cadence, and shipped outcomes — pairing disciplined Agile/SAFe delivery with genuine engineering literacy and deep, practical fluency in how AI is changing the way work gets done. Known for building just enough structure to help teams move faster: useful dashboards, direct blocker removal, early risk visibility, strong written follow-through, and team-centered leadership that still holds accountability.

*A developer's foundation, then two decades of delivery, now an AI-era edge — the same person who documented production C++ at Microsoft now builds with frontier AI every day. Few candidates hold both ends of that arc.*

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## EXPERIENCE

### **Expeditors — Technical Project Manager · Certified SAFe 5 Scrum Master**

2019 – 2026

Seattle, WA

- Lead program-level delivery across two hybrid Agile software teams — one pure Kanban, one Scaled Agile Scrum — plus several portfolio teams.
- Step in as acting Product Owner for portfolio teams: backlog clarity, priority and tradeoff calls, stakeholder alignment.
- Run Azure DevOps dashboards that make priorities, WIP, blockers, risks, dependencies, and progress visible to teams and stakeholders.
- Remove roadblocks by naming owners, escalation paths, and concrete next steps — and protect focus time for technical work.
- Apply modern AI assistants and coding-agent workflows to accelerate research, analysis, and documentation, with human review kept explicit.

### **Amazon — AI / Human-Collaborative ML Tools — Customer-service ML tooling (C2CS)**

2018 – 2019

Greater Seattle

- Supported AI/ML tools used in customer-service workflows; bridged business stakeholders, operational users, and technical teams to clarify requirements and system behavior.
- Built training and knowledge-transfer resources that drove tool adoption.
- Hands-on with human-in-the-loop AI tooling — model behavior, adoption friction, and the gap between system output and user expectations.

2014 – 2018 · *Planned family sabbatical following the death of both parents; returned to technology at Amazon.*

### **Nordstrom — Technical Project Manager · Certified Scrum Master, Marketing IT**

2011 – 2014

Greater Seattle

- Led a Waterfall-to-Agile transformation across ~50 sprints; coordinated onshore/offshore delivery in Scrum and Kanban.
- Owned rituals, delivery reporting, stakeholder updates, roadmap coordination, and process improvement; partnered with engineering on DevOps / CI-CD adoption.
- Supported marketing-technology delivery for gift-card and customer-facing initiatives.

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## THE FOUNDATION

### **Microsoft — Program Manager & Senior Programming Writer**

*Where the engineering literacy that defines my work today began — and the program-management discipline that carries it.*

#### **Program Manager — across four divisions**

- Held Program Manager roles across four divisions — Developer Tools / Silverlight, Hardware (mouse & keyboard device drivers), Worldwide Premier Support, and Corporate Communications — coordinating releases, localization and test, bug triage, and stakeholder reporting across global teams.
- Owned hardware-software driver launch coordination (IntelliPoint / IntelliType Pro): milestone delivery, onshore/offshore localization and test resourcing, and release communication.
- Worked the full software-development lifecycle — release coordination, localization/test across a large support-SKU surface, and cross-team communication at global scale.

## Senior Programming Writer — Developer Tools

- Hands-on Visual C++ / Visual J++ — authored production code examples and developer documentation.
- Delivered live coding demos and global conference talks; built training curricula for developer audiences.
- Ran a developer-relations loop — carrying developer-community friction back to engineering. The root of the engineering literacy that still defines my delivery work.

## ▣ Award — Outstanding Service to International Subsidiaries

### EARLIER

#### GTMG · Senior Technical Account Manager

Ran U.S. customer engagement for an offshore engineering team in China; improved delivery speed across geography, language, and delivery-model differences.

#### The Center for Wooden Boats · Board of Directors · volunteer fiduciary

Governance, financial oversight, and fundraising for a landmark 501(c)(3); supported a \$5M campaign for the Wagner Education Center, South Lake Union.

### THE AI-ERA EDGE

What keeps the foundation current: I build with AI daily, with the engineering literacy to know what it's actually doing and the delivery judgment to keep a human in the loop.

**Build with AI daily** — Hands-on with frontier assistants and coding-agent workflows — Codex, Claude, Gemini — for research, analysis, documentation, and prototyping.

**Read the code** — Engineering-literate by background, not just title — so AI output gets human review and judgment, never blind trust.

**Ship real tools** — Browser-first products and a suite of Agile/SAFe delivery utilities — Monte Carlo forecasting, WSJF prioritization, PI-planning confidence — public on GitHub.

### WHAT I BRING

#### Program & delivery leadership

Technical Program Management · SAFe (Agilist · SSM · DevOps) · Scrum & Kanban · Scaled Agile Scrum · Azure DevOps · Risk & dependency management · Blocker removal · Stakeholder & executive communication · Retrospectives & Kaizen · Servant leadership & coaching

#### Engineering-literate / builder

C / C++ & Java (dev-tools foundation) · HTML · JavaScript · TypeScript · React · Node.js · Swift / macOS · GitHub · Cloudflare (Workers · Pages · D1) · VS Code

#### AI & automation

Codex · Claude · Gemini (applied) · Agentic & coding-agent workflows · Human-in-the-loop tool evaluation · AI-assisted research & documentation

### WHAT COLLEAGUES SAY

*"He is 100% team-focused, and he really cares about the people on the team."*

— Former teammate

*"He takes ownership of organizational communication so the team can focus on the technical work."*

— Team partner

*"Shows up to every standup ready to ask intelligent questions about what is slowing us down."*

— Engineering colleague

*"Walks the line between defending his team and pushing for accountability and results."*

— Stakeholder

### CERTIFICATIONS & EDUCATION

- ▣ SAFe Agilist · valid through June 2027
- ▣ Certified SAFe 5 Scrum Master · valid through June 2027
- ▣ Certified SAFe 4 DevOps Practitioner · valid through June 2027
- ▣ Certified ScrumMaster (CSM) · Scrum Alliance

#### B.A., English

Washington State University

#### Computer-science coursework

University of Washington · Seattle Pacific University · Bellevue College

#### iOS Mobile Development (Swift)

General Assembly Seattle