FLETCHER HARTSOCK

fletchhartsock93@gmail.com • 724-557-9213 • fletcher-website.vercel.app • Smithfield, PA

EXPERIENCE

Franchise Support Communications & Technology Specialist, Millie's Homemade Ice Cream — Aug 2025 — Present

Lead enterprise system implementations and integrations across multi-location franchise operations, translating business requirements into configured technical solutions.

- Gather and document operational requirements from franchise owners and leadership to configure POS, e-commerce, delivery, and reporting systems
- Designed and deployed integrations between Square POS, DoorDash, and Uber Eats, reducing manual intervention by 40%
- Work directly with NetSuite and Oracle systems to support financial reporting, reconciliation, and enterprise data alignment
- Develop SQL queries and reporting pipelines to extract transactional and operational data from relational databases for forecasting and executive reporting
- Engineer automation workflows using Zapier and custom Python scripts connecting Square, Google Workspace, and ERP systems, saving 10+ hours per week per location
- Coordinate vendor-side implementation efforts with Square, Uber Eats, and DoorDash to manage testing, configuration, and zero-downtime production rollouts
- Diagnose and resolve complex production issues across integrated systems, implementing long-term configuration solutions
- Establish system access controls and security protocols to protect sensitive financial and operational data

Technologies: SQL, PostgreSQL, MySQL, Python, REST APIs, Square API, NetSuite, Oracle, Git, JSON/XML

Systems Analyst, Millie's Homemade Ice Cream — May 2025 — Aug 2025

- Analyzed franchise operational workflows and implemented standardized system configurations across POS and online ordering platforms
- Supported feature deployment and production support cycles, validating configurations and resolving post-launch issues
- Created technical documentation and training materials to improve adoption and reduce support dependency
- Investigated data inconsistencies and implemented system-level fixes to improve reporting accuracy

Technologies: SQL, Relational Databases, Workflow Automation, System Configuration

Integrated Services Manager, Auto Max Chrysler Dodge Jeep Ram — Dec 2022 — May 2025

- Managed dealership software systems including Auto/Mate and TechMetric, configuring workflows and training staff on enterprise software usage
- Aggregated and analyzed financial and inventory data using SQL-based reporting tools to support procurement strategy
- Coordinated cross-department operational workflows to align business processes with system capabilities
- Served as liaison between customers, technicians, and leadership, translating technical issues into actionable solutions

Technologies: MySQL, Business Systems, Data Analysis, Troubleshooting

EDUCATION

West Virginia University, Computer Science, Bachelor of Science — 2021 — 2025

- GPA: 3.20
- EcoCAR EV Challenge Participant

PROJECTS

Production E-Commerce Platform Integration (Square API)

Currently architecting and implementing a production-grade e-commerce platform leveraging the Square API.

- Designing backend services to manage product catalogs, inventory synchronization, and real-time order processing
- Implementing secure REST API integrations to connect Square payments, inventory, and customer data systems
- Building relational database schemas to support order management, reporting, and transaction auditing
- Developing automated deployment workflows and validation testing to ensure production stability
- Aligning e-commerce architecture with NetSuite and Oracle financial systems for accurate reconciliation and reporting

Technologies: Square API, REST APIs, SQL, PostgreSQL, Python, JavaScript, Git

SKILLS

- Languages: Java, Python, SQL, C, JavaScript, TypeScript
- Databases: PostgreSQL, MySQL, Relational Database Design
- Enterprise Systems: NetSuite, Oracle, Square POS
- Tools: Git, GitHub, Visual Studio, Docker, REST APIs, JSON/XML
- Concepts: Requirements Gathering, System Implementation, Data Modeling, ETL, Production Support, Troubleshooting
- Methodologies: Agile/Scrum, Cross-Functional Collaboration, Technical Documentation

REFERENCES

Robert Steptoe, Managing Director at Capital Markets │ 304-292-6600
Ralph Neal, General Manager at Auto Max Chrysler Dodge Jeep Ram │ 304-319-8531
Mallory Durso, Configuration Engineer at Boeing │ 724-562-4837

ADDITIONAL INFORMATION

- Open to relocation and on-site client engagement across the United States
- Strong written and verbal communication skills with experience presenting technical solutions to both technical and non-technical stakeholders