



## Himanshu Kumar

### Netsuite Technical Consultant

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## Professional Summary

Results-driven **NetSuite Consultant** with over 3+ years of experience in end-to-end NetSuite implementations, technical customizations, and post-go-live support. Proficient in **SuiteScript** (Client, User Event, Scheduled, Suitelet, Map/Reduce), **SuiteFlow**, **SuiteBuilder**, and **Advanced PDF customization**. Known for delivering scalable, multi-subsidiary solutions across key business processes including **Order-to-Cash (O2C)** and **Procure-to-Pay (P2P)** cycles. Recognized for a strong problem-solving approach, clear communication, and a collaborative mindset in cross-functional project environments. In addition to ERP consulting, having 4 years of experience and successfully led a **25-member operations team**, overseeing delivery logistics, rider performance via CRM tools, and end-to-end **Workforce Management (WFM)**. Hands-on experience in preparing and analyzing **MIS reports**, monitoring key operational KPIs such as **AHT**, **CSAT**, and **SLA compliance**. Brings a unique blend of technical expertise and operational leadership with a sharp focus on performance, service excellence, and continuous improvement.

## Education

- Bachelor of Technology, Computer Science and Engineering, Guru Gobind Singh Indraprastha University, Delhi, India

## Work Experience

- Nagarro (Senior Engineer) May 2022 - Present
- Led comprehensive NetSuite implementations with a focus on Advanced PDF module customization for professional invoice and credit memo templates.
- Developed tailored SuiteScripts (Client, User Event, Suitelet, Map/Reduce) and SuiteFlows to automate business processes and enhance user experience.
- Delivered ongoing technical support and enhancements across key NetSuite modules including Order-to-Cash (O2C) and Procure-to-Pay (P2P).
- Created subsidiary-specific print logic scripts and PDF templates for accurate documentation and region-specific compliance.
- Automated Salesforce-to-NetSuite billing schedules using Map/Reduce scripts, improving invoicing accuracy and timeliness.
- Built a dynamic multi-currency script to fetch relevant currencies during Customer creation, supporting global subsidiaries.
- Handled large-scale data migrations, including CSV imports for Customer, Transaction, and Item data.
- Managed end-to-end UAT, resolving support tickets promptly and maintaining high customer satisfaction.
- Customized NetSuite bundles per client requirements, including SuiteFlow design, workflow configurations, and custom records/fields.
- Oversaw release management and system updates for ongoing NetSuite bundles.
- Migrated historical transactions and master data ensuring full usability and reporting capability in the new NetSuite environment.
- Designed and configured Saved Searches, Reports, and proposed data

- views based on business needs.
- Maintained project tracking documents, ensuring milestones and deliverables were transparent and on schedule.
  - Documented technical solutions for internal and external stakeholders.
  - Developed and deployed scripts and workflows tailored to the operational processes of multiple subsidiaries.
  
  - Jindalx (Assistant Team Leader) June 2018 – May 2022
    - 1. Managed a team of 25+ delivery executives, overseeing shift rosters, real-time tracking, and operational escalations.
    - 2. Utilized Rider and CRM tools to monitor rider behaviour, analyse call logs, and identify service gaps.
    - 3. Maintained daily MIS reports to track AHT, CSAT, punctuality, attendance, and delivery SLA metrics.
    - 4. Conducted daily and weekly performance reviews based on analytics and field reports.
    - 5. Coordinated with cross-functional teams to ensure service recovery and customer issue resolution.
    - 6. Drove Workforce Management (WFM) practices by forecasting manpower requirements, optimizing shift scheduling, and monitoring resource utilization.
    - 7. Ensured compliance with KPIs and generated actionable insights to improve service levels and rider engagement.

## Training and Certifications

- Oracle Cloud Infrastructure 2024 Generative AI Professional
- Oracle Cloud Infrastructure 2023 AI Foundations Associate
- Oracle Cloud Infrastructure 2023 Foundations Associate
- Oracle Cloud Data Management 2023 Foundations Associate

## Skill Set

<b>Programming Languages</b>	<ul style="list-style-type: none"> <li>• PL/SQL, C++, JavaScript, SQL,</li> </ul>
<b>Web Technologies</b>	<ul style="list-style-type: none"> <li>• CSS, HTML5, Bootstrap, Rest Assured API</li> </ul>
<b>APIs and middleware</b>	<ul style="list-style-type: none"> <li>• REST, JSON</li> </ul>
<b>Database</b>	<ul style="list-style-type: none"> <li>• My SQL</li> </ul>
<b>Tools and platforms</b>	<ul style="list-style-type: none"> <li>• Visual Studio, My Sql, Netsuite</li> </ul>
<b>Technical Expertise &amp; Modules</b>	<ul style="list-style-type: none"> <li>• SuiteScript 2.x: Client, User Event, Suitelet, Map/Reduce, Scheduled</li> <li>• SuiteFlow, SuiteBuilder, Custom Fields, Forms, Record Types</li> <li>• Advanced PDF Templates</li> <li>• custom Saved Searches, Custom Reports</li> <li>• CSV Imports, Data Migrations, Workflow Automations</li> </ul>

## Projects

<b>Project name</b>	<b>Netsuite Implementation</b>
<b>Client</b>	Automobile service company in North America
<b>Description</b>	The project involved a comprehensive NetSuite implementation for a client, utilizing various NetSuite modules with a focus on the Advanced PDF module. I developed multiple Suite Scripts and Suite flows tailored to the client's needs to ensure seamless project functionality.
<b>Technology Stack</b>	Oracle NetSuite, JavaScript
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>Delivered a comprehensive NetSuite implementation, focused on the Advanced PDF module.</li><li>Developed Suite Scripts and Suite Flows tailored to business needs.</li><li>Created professional invoice templates using Advanced PDF.</li></ul>
<b>Project name</b>	<b>NetSuite Support</b>
<b>Client</b>	Client is a leading healthcare & technology service provider in the UK
<b>Description</b>	This project involved in implementing various modules O2C, P2P. Technical support is required for various customizations
<b>Technology Stack</b>	Oracle NetSuite
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>Delivered technical support and multiple customizations across O2C and P2P.</li><li>Created subsidiary-wise PDF templates and print logic scripts.</li><li>Automated billing schedule creation for Salesforce-to-NetSuite Sales Orders.</li><li>Developed a multi-currency script to fetch all relevant currencies on Customer creation.</li><li>Handled various data migrations and CSV imports.</li></ul>
<b>Project name</b>	<b>NetSuite Implementation</b>
<b>Client</b>	An US-based leading AI company
<b>Description</b>	The project involved the implementation of NetSuite with various modules like O2C, Case Management, Inventory, and Planning, along with technical customization, various suite flows, and suite script
<b>Technology Stack</b>	Oracle NetSuite
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>Handled:<ul style="list-style-type: none"><li>Suite flows and related Customizations.</li><li>Advanced PDFs</li><li>Suite scripts</li></ul></li><li>Worked on:<ul style="list-style-type: none"><li>Data migration, Data Handling.</li><li>Maintenance of release management of the bundle.</li><li>CSV import to upload the data in NetSuite.</li></ul></li><li>Worked and gained knowledge on the 'procure to pay' cycle and 'order to cash'.</li><li>Analysed the business requirements.</li><li>Accountable for management of UAT and on-time resolution of technical support requirements and tickets. Provided customer support.</li></ul>

<b>Project name</b>	<b>Implementation of NetSuite &amp; Data Migration</b>
<b>Client</b>	A Large US based Utilities services company that delivers services globally from their multiple subsidiaries to utilities companies and helps them in serving their customers in a much better way.
<b>Description</b>	The project involved NetSuite implementation with various modules with multiple customizations for multiple subsidiaries.
<b>Technology Stack</b>	Oracle NetSuite
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Worked on: <ul style="list-style-type: none"> <li>- Handling bundle customizations as per client needs.</li> <li>- Handling the client requirements on the PDF layouts and getting it done.</li> <li>- CSV import to upload the data in NetSuite.</li> </ul> </li> <li>• Creating Custom fields and Records</li> <li>• Requirements and configuration of Reports, Saved searches and data migration.</li> <li>• Historical data and Transaction documents migration for the transactions so that the data gets properly usable on NetSuite system.</li> <li>• Maintaining project management documents for tracking of activities.</li> <li>• Documenting the Technical aspects of the solutions.</li> <li>• Generating custom Reports and Saves searches and required and also proposing some on basis of business understanding.</li> <li>• Configuring Workflows and Scripts as per the processes required by different subsidiaries</li> </ul>
<b>Project name</b>	<b>Handling Operations, CRM &amp; Workforce Management</b>
<b>Client</b>	Leading Indian food delivery platform managing high-volume delivery operations across multiple locations.
<b>Description</b>	The project involved NetSuite implementation with various modules with multiple customizations for multiple subsidiaries.
<b>Technology Stack</b>	CRM Tool, Rider Tool, Excel (Advanced), Google Sheets, MIS Dashboards
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Managed a team of <b>25+ delivery executives</b>, overseeing shift rosters, real-time tracking, and operational escalations.</li> <li>• Utilized <b>Rider and CRM tools</b> to monitor rider behaviour, analyse call logs, and identify service gaps.</li> <li>• Maintained daily <b>MIS reports</b> to track AHT, CSAT, punctuality, attendance, and delivery SLA metrics.</li> <li>• Conducted daily and weekly performance reviews based on analytics and field reports.</li> <li>• Coordinated with cross-functional teams to ensure service recovery and customer issue resolution.</li> <li>• Drove <b>Workforce Management (WFM)</b> practices by forecasting manpower requirements, optimizing shift scheduling, and monitoring resource utilization.</li> <li>• Ensured compliance with KPIs and generated actionable insights to improve service levels and rider engagement.</li> </ul>

## Customizations

- Automated Billing Schedule Customization: Map/Reduce script to dynamically create billing schedules from Salesforce Sales Orders.
- Subsidiary-Wise PDF Printing: Suite let and scripting for subsidiary-specific invoice/credit memo generation.
- REST let for Base64 PDF: Script to return Base64 encoded PDFs for external system integration.
- Custom Print Buttons: UI enhancements with dynamic Suite let links for invoice printing.
- CSV-Driven Invoice Creation: Map/Reduce script to create invoices from SOs based on CSV.
- Time Bill Automation: CSV processing to create Time Bill records with error logs and email reporting.
- SFTP File Integration: Securely retrieves encrypted CSVs and stores in NetSuite File Cabinet.
- Job Work Type Management: REST let to dynamically populate custom sub list in job records.
- Shipment Confirmation Suite let: Automates item receipts post-verification and sends HTML issue reports via email.
- Customer Payment Automation: Transforms open invoices into customer payments with full validation.
- Rounded Time Entry Script: Rounds hours on Employee Time Entry records to the nearest quarter-hour.