



Himanshu Kumar

Netsuite Technical Consultant

Email- himanshudubey120@gmail.com

Mobile- 8377861214

LinkedIn- himanshu-kumar-93518b173

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

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

Projects

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

Project name	Implementation of NetSuite & Data Migration
Client	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.
Description	The project involved NetSuite implementation with various modules with multiple customizations for multiple subsidiaries.
Technology Stack	Oracle NetSuite
Responsibilities	<ul style="list-style-type: none"> • Worked on: <ul style="list-style-type: none"> – Handling bundle customizations as per client needs. – Handling the client requirements on the PDF layouts and getting it done. – CSV import to upload the data in NetSuite. • Creating Custom fields and Records • Requirements and configuration of Reports, Saved searches and data migration. • Historical data and Transaction documents migration for the transactions so that the data gets properly usable on NetSuite system. • Maintaining project management documents for tracking of activities. • Documenting the Technical aspects of the solutions. • Generating custom Reports and Saves searches and required and also proposing some on basis of business understanding. • Configuring Workflows and Scripts as per the processes required by different subsidiaries

Project name	Handling Operations, CRM & Workforce Management
Client	Leading Indian food delivery platform managing high-volume delivery operations across multiple locations.
Description	The project involved NetSuite implementation with various modules with multiple customizations for multiple subsidiaries.
Technology Stack	CRM Tool, Rider Tool, Excel (Advanced), Google Sheets, MIS Dashboards
Responsibilities	<ul style="list-style-type: none"> • Managed a team of 25+ delivery executives, overseeing shift rosters, real-time tracking, and operational escalations. • Utilized Rider and CRM tools to monitor rider behaviour, analyse call logs, and identify service gaps. • Maintained daily MIS reports to track AHT, CSAT, punctuality, attendance, and delivery SLA metrics. • Conducted daily and weekly performance reviews based on analytics and field reports. • Coordinated with cross-functional teams to ensure service recovery and customer issue resolution. • Drove Workforce Management (WFM) practices by forecasting manpower requirements, optimizing shift scheduling, and monitoring resource utilization. • Ensured compliance with KPIs and generated actionable insights to improve service levels and rider engagement.

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.