

ARJAY FERRER

IT AND FINANCE SYSTEM ADMINISTRATOR

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PROFILE

NetSuite and IT systems expert with 10+ years of experience driving automation, operational efficiency, and cross-functional systems support.

SKILLS & SPECIALIZATION

- **ERP Systems & NetSuite Administration**

SuiteFlow, Advanced PDF/HTML, Custom Records, Workflows, Basic SuiteScript

- **IT Systems & Infrastructure**

Network Setup, Wi-Fi/Printer Configs, User Onboarding, Troubleshooting

- **Process Automation & System Integration**

Google Workspace Admin, Cross-Department Workflows, Data Integrity Control

- **Operations & Support**

Internal Ticketing Systems, Staff Training, Documentation, Cross-Functional Coordination

EXPERIENCE

HEAD OF IT & FINANCE SYSTEM ADMINISTRATION

Warehouse of Games Ltd. (JAFZA - Dubai) | 2024

- **Sole NetSuite Administrator:** Overhauled and optimized all NetSuite modules, cleaned legacy data, and customized workflows, reports, and advanced PDFs for finance, logistics, and sales.
- **IT & Systems Admin:** Maintained office IT infrastructure, including Wi-Fi, printers, phone systems, and user accounts (Google Workspace admin).
- **Digital Operations:** Managed LinkedIn company profile, designed internal docs, and led digital process improvements across departments.
- **Process Automation:** Built custom scripts and workflow automations to reduce manual tasks
- **Cross-Departmental Support:** Trained staff, resolved NetSuite issues, and created step-by-step documentation for all major business processes.
- **Project Management:** Led onboarding of new WMS (Warehouse Management System) and payment gateway integrations.
- **Change Management:** Drove digital transformation efforts by streamlining processes.

NETSUITE ADMINISTRATOR

KNZ Solutions Inc. (DMCC - Dubai) | 2023

- Led the migration from Vantagepoint and QuickBooks to NetSuite, ensuring a smooth transition and improved system functionality.

NETSUITE ADMINISTRATOR

Yellow Door Energy (DMCC - Dubai) | 2021

- Contributed to business system integration and collaborated with teams to streamline processes.
- Built custom workflows and optimized NetSuite forms to enhance business operations.

APPLICATION SUPPORT ENGINEER

Oracle NetSuite (Philippines) | 2018

- Managed and optimized Oracle NetSuite support operations, reducing system downtime and improving data accuracy.

OTHER EXPERIENCES

- **Data Center Operator**, IBM (Philippines) | 2012
 - Handled enterprise data backup operations and client coordination within IBM's Philippine headquarters, ensuring data integrity and adherence to global standards.

EDUCATION



BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

AMA Computer University (Philippines) | Class of 2013

- Dean's Lister
- President, Class of 2013
- GWA: 1.9
- Best in Thesis Defense

CERTIFICATIONS



ORACLE NETSUITE

- NetSuite Essentials (Nov 2018)