Jhon Louie Fagela Ballad

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JOB OBJECTIVE

Senior NetSuite Developer | Senior NetSuite Consultant

SUMMARY OF QUALIFICATIONS

- Languages(Familiarity/Basics):C, C#, Visual Basic, HTML, CSS, Java, Erlang Perl,NodeJS,Javascript, Cobol
- Operating Systems: Windows, Linux
- Database Systems: MariaDB,MySQL
- Certified Advanced Speaker credited by *American Council on Teaching of Foreign Languages* ● SAML Single Sign On / Single Sign On
- SuiteTalk (Web Services)
- SuiteAnalytics Connect (ODBC and/or JDBC)
- JavaScript
- Suitescript 1.0/ 2.0 (User Event Script, Client Script, Suitelet, Workflow Action Scripts, Scheduled Scripts, Map Reduce Script,REStlet etc)
- HTML, CSS, Freemarker
- Celigo

PROFESSIONAL EXPERIENCE

May 2023 - Present | NetSuite Technical Consultant at Cloud Systems Consulting Ltd (Truevant) | Remote

Developed several customizations such as the following:
- Aryza
    - Payment File Templates
    - NetSuite - Billing System Integration via Restlets/ Map Reduce Script
    - Advance PDF Templatesx
- Omniplex
    - NetSuite - Stripe Integration via Celigo
- Ponbike
    - NetSuite - JCL Integration (SFTP)
- Alpega
    - NetSuite - Bamboo HR Integration (HTTPS)

September 2022 - May 2023 | Senior Netsuite Developer/ Senior NetSuite Technical Consultant at Progressive Lighting | Remote

- Execute optimization strategies and development
- Documentation of scripts and coding developed during such time of optimization

- Engineer and structure business processes to functional solutions within NetSuite
- Provide support and subject matter expertise to users, company employees, contractors, suppliers, or
customers;
- Lead report writing and analytics efforts for company financial information;
- Lead data and/or related systems integration projects across the company business domain and specific to NetSuite, including implementing BI platforms;
- Perform integrity testing of system upgrades and development releases prior to migration to production;
- Perform hands-on coding work on projects as needed;
- Document business objectives, use cases, business requirements, system specifications, workflows,
and process documentation;
- Fill functional lead or system expert roles on production and sandbox NetSuite environments and related systems;
- Develop and maintain workflows and processes in NetSuite to optimize the platform;
- Assist in the development of dashboards and operational reports to provide insight for teams, managers, and executives;
- Assist in the maintenance of our integrated platform testing application;
- Evaluate current state, research, and implement effective solution designs to achieve defined business
or process objectives;
- Complete additional responsibilities as required.

August 2021 - September 2022 | Junior NetSuite Developer at Kodella | Full Time

- Design and implement NetSuite customizations to add and improve functionality for customers' projects.
- Evaluate business requirements and implement solutions in NetSuite.
- Leverage and customize out-of-the-box NetSuite solutions.
- Support existing custom scripts.
- Work with different areas of the organization to develop effective solutions that result in efficiency gains.
- Debug and troubleshoot production issues.
- Manage Release Preview Business process, testing for ongoing NetSuite upgrades.
- Create comprehensive technical requirements documentation and provide training to stakeholders.
- Fully document existing and new customizations and workflows.
- Manage configuration changes to fields, workflows, roles/permissions, page layouts, custom objects, custom record types, reports, and dashboards.
- Develop, launch, and manage in-depth KPIs, dashboards, and reports for all team

functions at both management and individual level.
- Maintain proper system access for all users and roles.
- Coordinate with NetSuite support on issues that cannot be resolved internally.
- Communicate effectively with stakeholders regarding project status and delivery timeframes.
- Analyze user and business requirements, regarding their impact on existing systems and environments in order to produce an appropriate business and/or system design.
- All other duties assigned

August 5 2019 - July 2021 | Technical Support Engineer (APAC) at Oracle NetSuite (SuiteCloud Team)

1. Provides phone and online support to NetSuite Customers. The types of Customer we encounter ranges from the non-technical resources to actual in-house or third party developers.
2. Conducts troubleshooting of NetSuite proprietary APIs. This involves debugging actual codes created by Customers and helping determine whether it is a product defect or not.
3. Gather details regarding Customer processes to be able to determine how we can best Support and give direction.
4. Participates in company initiatives promoting the growth of Product Knowledge. This will include participation with mandated internal training specific to the SuiteCloud Product area and general operations.
5. Works with other Departments such as Quality and Assurance, Professional Services, Product Management and Development, to ensure fast turnaround. This is bound by processes but all of which aims to give quality service.
6. Adapting to the fast paced nature of the NetSuite Cloud Based Software, for the SuiteCloud Product Area, new proprietary technologies and innovations are being pushed yearly.
7. Files product defects and communicates/works closely with NetSuite engineers to resolve complex technical issues
8. Provides alternate solutions to issues/ feature limitations

The team handles concerns involving NetSuite proprietary APIs such SuiteScript, Workflows, Advanced PDF Templates and other means of inbound and outbound integrations from NeSuite to External Systems or vice versa which includes Web Services, REST, Single-SignOn and ODBC. The team consists of individuals with development and support backgrounds.

Provided Support for third party issues like Celigo, RF Smart etc.

Sept 17 2018 - August 3 2019 | Associate Technical Support Engineer (NOAM) at Oracle NetSuite (SuiteCloud Team)

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2018 at University of the Philippines Los Banos IT Department

Nominated as Best Research Award (IT Category) on SP/thesis topic 'A Mobile and Web System for Bus Tracking, Monitoring and Management'

EDUCATION

Bachelor of Science in Computer Science - Graduated June 2018

University of the Philippines Los Banos, Laguna, Philippines