Kenn Kerper

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NetSuite Consultant, Administrator, Implementer, Analyst

Financial & Business Applications Expert with eCommerce background and extensive experience implementing, configuring, customizing, developing, testing and supporting various financial & business software applications. **Supported software and applications have included:**

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| * NetSuite * Oracle eBusiness Suite * Oracle CRM OnDemand/Siebel | * Oracle Marketing OnDemand * Salesforce * MySQL/PHP WebApps |

Experience

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| BIG BANG ERP, Montreal, QC  Consultant | 4/2016 – Present |

* Remote consultant (work from home in Sylvania, OH)
* Analyze customer needs and business processes with respect to NetSuite, Salesforce, and other cloud applications
* Develop solutions tailored to specific and unique business requirements
* Implement and configure cloud applications throughout all stages of systems development life cycle
* Create custom forms, fields, and processes to ensure customer businesses run flawlessly and as-designed
* Utilize SuiteScript and SuiteBuilder to tailor customer-specific solutions in NetSuite
* Provide “Help Desk” support for Big Bang’s current and prospective customer base
* Create thorough and well-documented solutions and provide training to end users on newly implemented solutions
* Provide pre-sales support and demonstrations of core application functionality

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| CELLMACS INC, Toledo, OH  Owner / Founder | 3/2012 – 4/2016 |

* Founder of eCommerce cellphone and tablet accessory company
* Developed company website and integrated payment processors
* Developed and operated home-grown ERP system to handle accounting, inventory, purchasing and distribution
* Built company database in MySQL
* Oversaw development of application to manage for-sale listings on internet venues and synchronize inventory among online marketplaces
* Negotiated purchases and procured all inventory from both domestic and foreign suppliers
* Successfully managed business on all marketplace selling platforms (eBay, Amazon, Rakuten, Sears, Bonanza, Pricefalls, Shopify, Volusion, eCrater, Yardsellr)
* Implemented simplified shipping software solution
* Performed extensive financial analysis to optimize pricing and expenses
* Proactively monitored marketplace conditions and reacted accordingly
* Managed Relationships with all vendors, suppliers, and customers
* Tested and implemented several third party process improvement tools
* Maintained eBay Top Rated Seller, Powerseller, and Amazon Featured Merchant status signifying commitment to customer service.

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| E-CYCLE LLC, Hilliard, OH  Director of Information Systems | 2/2011 – 3/2012 |

* Re-implemented NetSuite Financials to align with proper business practices; served as NetSuite Admin
* Worked with all internal departments to gather requirements and configure new and existing applications per end-user specifications
* Responsible for all financial and sales report development as directed by Executive Management Team.
* Served as liaison between internal departments and outside software houses/consulting firms
* Administration, support, and maintenance of all business and enterprise software applications (production and test environments) including: NetSuite, Salesforce, Oracle CRM, Oracle Marketing, Oracle eBusiness Suite, Genius, Jigsaw, InsideView, Microsoft Exchange, Trend Micro Business Security, Carbonite Business, among others.
* Reconfigured existing setup of NetSuite ERP system to provide for better usability and functionality.
* Implemented Oracle CRM (Siebel) & Oracle Marketing On Demand
* Served in advisory capacity on committee overseeing eStewards certification
* Worked closely with Finance Department, Sales, Marketing, Acquisitions, Distribution, and Executive-Level Management

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| McDONALD’S CORPORATION, Oak Brook, IL  Senior Business Analyst | 8/2005 – 2/2011 |

* Member of Implementation and Support Team for Oracle eBusiness Suite
* Liaison between end-users and technical developers
* Responsible for identifying and troubleshooting system issues
* Tested and approved break-fixes, enhancements, patches and upgrades
* Provided second-level functional support and training to end-users of Purchasing, Payables, Financial, and HR modules
* Acted as system help-desk, using problem solving skills to manage incidents until resolution
* Served as functional resource ensuring that newly implemented system enhancements adhere to McDonald’s business requirements and policies
* Upgraded McDonald’s from Oracle 11i to Oracle R12
* Member of Vinimaya implementation team
* UC-4 functional resource
* Assisted in development, improvement, and implementation of several Excel-based accounting tools

Certifications

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| NETSUITE SUITEFOUNDATIONS |  |

Education

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| UNIVERSITY OF TOLEDO, Toledo, OH  MBA, Finance and Accounting  UNIVERSITY OF CINCINNATI, Cincinnati, OH  BBA, Major in Finance, Real Estate and Accounting |  |