**Lawrence J. Best**

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I am an enthusiastic manager with 20+ years of experience with a wide base of IT related abilities. I am a skilled NetSuite

ERP/OneWorld manager, which is validated by both my experience and dual NetSuite Certification. My background in accounting

and strong ability to work with diverse individuals in Marketing, Finance, HR, and Manufacturing departments demonstrate my

valuable skills to any potential employer. My ability to develop procedures and practices efficiencies, thereby substantially

reducing costs. I have a strong understanding of business practices related to accounting (AP, AR, GL, invoicing), sales, inventory

management (purchasing and fulfillment) and web presence (e-commerce sales), and its application to Netsuite ERP Saas.

**WORK HISTORY**

July 2014 – Present: **RAE Capital**

Position: NetSuite Project Manager

Manage NetSuite product for RAE Capital and its subsidiaries which specialize in energy services and security fields. Our

OneWorld NetSuite instance is a global implementation, having offices in APAC, the Americas and EMEA.

RAE Capital is a user of NetSuite’s OneWorld product, with 21 subsidiaries in the Americas, APAC and EMEA,

multiple currencies, and intercompany consolidations. We have the Advanced Inventory Module, Work Orders and

Assemblies, Project Management, Advanced Financials, Fixed Asset Management and sandbox.

Very strong in financials, reporting, saved searches, alerts, for both operations and finance.

Key member/Americas Lead Manager of implementation, including project management, planning, execution, user

training and support

Enhancement to product, prioritize and groom backlog. Including the development of custom solutions, including

custom record types, forms, roles, workflows, and some very limited scripting

Manage products which have NetSuite touchpoints, including Concur Expense and Travel.

Handle global NetSuite support. Cases are eventually escalated to me for final resolution.

February 2013 – June 2014: **Insperity**

Position: Netsuite Product Manager

Insperity is a company of $2 billion in sales, a trusted advisor to America’s best businesses for more than 27 years, provides an

array of human resources and business solutions designed to help improve business performance. Insperity Business Performance

Advisors offer the most comprehensive suite of products and services available in the marketplace. Insperity delivers

administrative relief, better benefits, reduced liabilities and a systematic way to improve productivity through its premier

Workforce Optimization™ solution. Additional company offerings include Human Capital Management, Payroll Services, Time

and Attendance, Performance Management, Organizational Planning, Recruiting Services, Employment Screening, Financial

Services, Expense Management, Retirement Services and Insurance Services.

Netsuite Product Manager for Insperity, under limited supervision and much decision making:

Defines, develops and executes product line strategy and identifies business opportunities/

Leads and manages the NetSuite Product team in the efficient and effective provision of information related products and

services.

Develops and maintains close collaborative partnerships with technology personnel and ensures seamless integration

with existing technology platforms.

Collaborates with internal business units, including but not limited to, Adjacent Business Development, Adjacent

Business Units, Sales, Service Operations and Customer Relationship COEs to understand service needs and

requirements, improve process enabled through Netsuite technology and manage service integration issues.

Defines and manages the implementation of product enhancements including new product releases or upgrades and

ensures all customer and quality requirements are met in the product delivery. Currently managing upgrade of our ecommerce

platform to new SuiteCommerce package from Netsuite.

Collaborates with business units, project managers, development teams and user communities during the design,

development, test and launch phases of software development or upgrade and release.

Works with Marketing to align product-marketing strategy with corporate messaging and branding.

Insperity uses Netsuite One World as part of a two tiered ERP system with Lawson.

April 2004 – September 2012: **Art Horizons, Inc. / Framed Picture Enterprise**

Position: IT Director / Project Manager

Art Horizons, Inc., a privately held, medium sized manufacturing company with yearly sales of approximately $10 million.

Company ceased operations in September 2012.

Netsuite Specific Skills and Experiences. Experienced Netsuite manager, specifically:

Project Management of Netsuite implementation and complex special projects, including requirements gathering,

creation of project plans and schedules, obtaining and managing resources, budget management, preparing contingency

plans, management and support project team, evaluate quality and outcome of finished projects.

Sales Cycle and Related: Order-to-Cash, Customer setup, terms creation, shipping integration with UPS/FedEx, Orderto-

Cash: order processing thru manual creation or automated processing from 3rd part vendors (EDI integration), pick

list, packing list and invoice creation and customization, including our Netsuite integrated web store. A/R controls and

customization.

Purchase Cycle and Related: Vendor setup and customization, Procure-to-Pay: including purchase order initiation and

customization, receiving and bill entry, A/P reporting and bill payments.

Inventory and Item Specific: New inventory item, assembly item, non-inventory item setup and customization,

including custom fields, bin locations and multi-location inventory adjustments, work orders and builds.

Financial Reporting: General Ledger and Budgeting: Account setup and maintained, fiscal year setup, report generation

and error checking and troubleshooting errors. Also assisted accounting department with Fixed Asset Management

Customization: Experienced in custom reports, custom saved searches, mass updates, csv imports, customization of

dashboards, odbc setup and usage for custom reports such as Crystal BI and applications such as bar code labeling

software. Was responsible for any custom requests from executives or department managers.

Marketing: Sales force support and automation, including Assist Marketing Director as needed providing sales data, web

metric reports, and marketing materials.

Support and training: Resolve escalated support tickets from our Netsuite users, point of contact with Netsuite support,

and new user training.

CRM: Customer support and CRM experience

Breakeven and margin analysis and presentation of finding to sales force and marketing departments.

a strong knowledge of Netsuite’s tables, updating them through SQL commands, mass updates or csv imports and thereby the

ability to design custom reports using Crystal

inventory control with multiple item types across multiple locations;

EDI (Electronic Data Interchange) and data sync management. Work with clients to set up EDI, increase order fill rate,

DECREASE charge back expenses and increase our ratings on our vendor score cards.

System administration, including backup management, MS Server 2003 Administration, Security Appliance Administration

(Sonic Wall), MS-SQL database management.

Manage DataSync and Retail Link for Walmart vendor account, including item testing at Consumer Testing Labs, Inc., report

processing, new item setup, DataSync new item setup, order recommendation and processing; manage Vendor Central for

Amazon.com, including order processing and control, invoicing and new item setup.

Experienced in developing custom reports in Netsuite, a cloud based Saas ERP system, using SAP Crystal Reports/SQL, as

needed by Executives in the Finance, Marketing and HR departments.

Process analysis to increase efficiencies company wide thru automation of routine tasks. An example is processing of

payments from large transaction customers using ODBC thru csv files provided with check remittances. This process

automation saved 250+ man-hours per quarter, approximately $50,000 per quarter, while achieving zero transactional defects

to the A/R and the General Ledger.

Managed the conversion of payroll from ADP auto pay to in house payroll.

Reduced departmental workforce by 40%, translating to an additional $510,000 per year in payroll reductions, while

increasing quality of work product with no increase in work hours.

Managed a staff of up to 5 employees.

Experienced Help Desk Manager, oversaw the conversion of contracted help desk support to one in house for 140+ stores

located across the country, which goal I achieved within six months

Experienced in the use of hardware based VPNs and their setup to multiple locations;

Set up automated backups for critical systems using NAS devices, including payroll, manufacturing, and time functions;

Strong knowledge of accounting principals, with related GL, A/R and A/P troubleshooting and auditing. Work closely with

CFO for financial reporting.

August 2002 – April 2004: **Windy City Grille, LLC**

Position: Manager

May 1992 – August 2002, June 1988 to August 1990: **Law Offices of Margie Best**

Position: Business Manager

**QUALIFICATION HIGHLIGHTS**

Electronic Data Interface (EDI)

Systems Administration

ERP Planning/Migration/Training

Data Sync/GS1/Retail Link

Client Liaison

Security Services/Appliances

Process Improvement

E-commerce Systems

Custom Reporting

**PROFESSIONAL QUALIFICATIONS**

Experienced in four ERP Conversions, Data Works to Netsuite, Netsuite to Quickbooks Enterprise, Great

Plains to a custom programmed UNIX service sector management system and custom package to custom

package based on a Informix SQL db.

o Was lead manager in two of the above conversions, one from Dataworks Accounting and

Manufacturing system to a cloud based ERP system, Netsuite.com. The other was Netsuite to

Quickbooks Enterprise.

Managed two small business accounting package installations, Quickbooks Enterprise.

Developed and implemented business plans, short-term objectives and long-term goals. Experienced in

working with diverse professionals, including lawyers and bankers to get legal entity set up, financial

planning, and daily operations management.

Experience in short and long-term financial planning and budgeting, as well as day-to-day operational

management. Strict controls are essential in business, as company success is tied to discipline in the

allocation of capital.

Performed a needs analysis and plans of implementation/correction in the areas of office

automation/computer systems planning; implementation of new Windows servers, telecommunication

needs assessment; accounting systems development, web site design and building.

Experienced in the creation of business start-up; development of business strategic plan, marketing plan,

and operational plan including the research of office systems for accounting, desktop publishing, equipment

purchases.

**EDUCATION**

Keller Graduate School of Management. A majority of coursework completed toward MBA degree, concentrating

in Accounting and information technology management. MBA degree not yet completed.

University of Illinois at Champaign-Urbana in Psychology and Biology

**REFERENCES**

Available upon request