# Robert Chambliss

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Certified driven professional with an impressive record of top performance and the proven ability to achieve solid communication growth for businesses. Strong business acumen with the capability to execute a wide range of communication strategies designed to establish market presence and increase revenues and profitability. A proven performer who moves easily from vision and strategy to implementation and follow-through.

Education, Certifications, & Skills

*Education:*

B.S. in Information Systems - Virginia Commonwealth University (May 2002)

*Certifications:*

VCP4, VCP3, CCNA, BCMSN, A+

*Skills:*

NetSuite, QuickBooks, ERP, CRM, HTML5, CSS3, JavaScript, SEO, Microsoft Office, WordPress, VMware, Windows Server, Windows Desktop, Mac OSX, Google Apps, QNAP

Employment

**Cognizant ·** *Washington, DC* Feb. 2016 – Present

***NetSuite Functional Consultant***

Perform configuration, data migration, and setting user access control. Perform ongoing maintenance and support of NetSuite ERP and related future core enterprise platforms. Analyze users’ requirements to determine how NetSuite can best meet their needs. Design and develop new functionality or improve existing functionality. Develop and configure dashboards, reports and searches. Conduct ERP testing and quality assurance checks. Provide NetSuite training to end users.

**Genetics & IVF Institute ·** *Fairfax, Virginia* July 2015 – Present

***NetSuite Developer***

Work cross-functionally to help create and understand business processes and requirements to meet future growth demands. Work with functional business units to understand their business processes. Customized and configured CRM/ERP accordingly using NetSuite. Developed and managed reports, dashboards, scripts, KPI’s, and custom workflows. Developed, maintained, and enhanced integrations with other applications / systems. Developed, planned, and managed legacy system data migration. Identified other key technologies required to support and improve the business process centered on the NetSuite platform. Maintained user profiles, role hierarchy, sharing rules and security. Configured NetSuite to align to company use of 50+ forms, 1200+ fields, and custom records to manage unique business process requirements.

**Central Hardware Supply ·** *Richmond, Virginia* Jun. 2009 – Jun. 2015

***Director Business Solutions / NetSuite Administrator***

Oversee and analyzed business systems of the company. Gathered business requirements and prepared the Business Requirement Document (BRD). Implemented NetSuite ERP to get unprecedented visibility of the business by consolidating QuickBooks, Salesforce, and Mail Chimp. Configured UI to business needs. Administrated and maintained NetSuite by using data migration, dashboards, searches, reporting, workflows, payroll, fax, and merchant services. Conducted process owner training sessions. Implemented VOIP using Ring Central. Configured and implemented company wide network. Administered Google Apps for user access and email.

**Packet 360 ·** *Glen Allen, VA* Sept. 2007 - Aug. 2010

***Senior VMware Consultant***

Implemented VMware Virtual Center and a combination of ESX and ESXi servers ensuring 99.999% uptime for production systems. Recognized value of virtualization and presented business case to switch internal systems to virtualized servers. Provided high availability to all servers across different tiers (Production, Internal, Development, Test) by allowing the company to grow without incurring additional hardware costs. Formulated technical action plans for analyzing and resolving problems related to the deployment. Generated documentation in the form of case notes, tech tips, and best practices.

**Sycom Technologies ·** *Richmond, VA* Mar. 2006 - Sept. 2007

***Technical Analyst II***

Support 200+ clients by phone and email to meet service level agreements based on contracts. Received requests for service, logs issues for tracking, performs basic troubleshooting, closed issues with resolution information, and communicated with end users. Headed project for the roll out of Silverback, a remote network managed service. Provided 24-hour on-call support for network connectivity and helpdesk issues. Provided workstation and server support for all clients and internal associates. Assist with engineers on configuring Cisco switches and routers. Administered PDA users with active sync.

**SunCom/Triton PCS, Inc. ·** *Richmond, VA* Sept. 2003 - Mar. 2006

***Technical Analyst I***

Provide back-up support to the NT/2000/2003 System Administrator. Managed user accounts in active directory. Installed and configured new servers. Administered the deployment of updating virus dats every week. Provide back-up support to the WAN Engineer or strategic initiatives. Configured Cisco 2900 switches and 2600 routers. Maintained IP addresses and subnet assignment database. Provided 24-hour on-call support for network connectivity issues. Provided workstation support for all TritonPCS associates.