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An experienced professional with 18 years in the Information Technology field, with a focus on SaaS implementations, methodologies, business processes, business analysis and customer support.

**Epiphany Inc. QA Analyst and NetSuite Implementer 01/2014 – Present**

## Member of Agile implementation team using Jira, working with developers to design mobile application in OutSystems.

## Team member implementing company products in NetSuite.

## Evaluate and test new company products to ensure functional design specifications are met.

## Prepare demo data and perform demo’s in NetSuite.

## Maintain web services connection credentials for approximately 60 production and 28 sandbox accounts.

## Coordinate with development teams and implementation team members to perform QA testing for issues, gaps and enhancements.

**d.b.a. Tim Ward NetSuite Implementation Consultant 10/2013 – 01/2014**

## Agile Implementation Battery Industry – performed testing of fixes for Gaps and promoted through sandbox and production environments of custom modules to ensure compliance with business requirements.

**Epiphany Inc NetSuite Implementation Specialist 07/2012 – 02/2013**

* Participated in business process mapping sessions to gather customer needs.
* Created Business Requirements Document (BRD) prior to implementation.
* Worked with design team and 3rd party programmers to troubleshoot functionality of products.
* Implemented company products in NetSuite environment.
* Tested installed products prior to go-live.
* Performed Client Walkthroughs of installed products.
* Created user, admin and installation guides post go-live.

Accenture Application Team Lead 05/2011 – 7/2012

* Ensured standard operating procedures for a broad set of Medicaid support applications were being executed and maintained while adhering to SLA’s.
* Managed and coordinated work schedules of support team to ensure support and task coverage.
* Worked with application maintenance teams and client manager to identify and industrialize tasks to be transitioned to the application support team.
* Coordinated with client manager to ensure that various technical skills, privileges and credentials were in place for team members to support the various systems.
* Coordinated and managed efforts for ad-hoc requests from the client related to production   
  application operations to include client memorandum responses; one-time data   
  extracts and audits.
* Assisted team members in objective setting and worked with client liaison to set team objectives.
* Provided weekly updates of support team status, utilization and feedback as requested by stakeholders.

Satyam Computer Consultants Ltd Senior Consultant 0**7/2004 – 10/2010**

* FORTRAN, DCL programming.
* Team lead formula/recipe data extract project MANMAN to PRMS.
* Report Writer / UDMS – created custom database views and reports as per business needs.
* Reconciliation / Troubleshooting in-transit shipments in MultiOrg environment.
* Voucher redistribution to central plant.
* Check runs - setup and troubleshooting.
* MRP Regeneration – scheduling, parameter maintenance and analysis.
* Inventory – troubleshoot/support Item Master, On-hand quantities and uploads to MPS.
* Supported set of sql scripts and jobs that received inbound .DAT files from MRP Application, performed EDI transmissions of EDI 850, 855, 860, 865 and various other transactions, using Oracle 8 database as backend and inbound/outbound queues for transmitting EDI files.

Parker Management Consultants Ltd Consultant 0**8/1998 – 07/2004**

* Vendor/Supplier maintenance - adds, deletes, transfers to multi org.
* Supported build schedules from Master Production Schedule - reconciliation with production.
* Database Security - added/deleted/reset users, template and proxy accounts in multi-org environment for system and applications.
* Job Maintenance - added, scheduled and maintained jobs.
* Supported various EDI transactions between VMS mainframes and VAN.
* Report Maintenance - setup, scheduled and monitored established and new ad-hoc reports
* 24x7 on call pager duty.
* Evaluated/monitored processes after system reboots.
* Head of Security and IT Support for networked office providing off site support to major   
  manufacturing client.
* Configured, installed and maintained Enterprise Red Hat Linux Server that hosted   
  Oracle Web Application Server and Oracle e-Business Suite.

**Professional Training Courses:**

* Agile University with Accenture.
* Administering Oracle Self Service Web Applications - Web Requisitions Release 11.
* Administering Oracle Self Service Web Applications - Web Expenses Release.
* 11i Oracle Purchasing Fundamentals.
* 11i ebusiness Suite Essentials For Implementers.
* R12.1.1 Oracle Supply Chain Analyst Dashboard Functional Overview.

**Certifications:**

* Microsoft Certified Systems Engineer (MCSE).
* Microsoft Certified Professional (MCP).

MCSE(rgb)