William A. Mulhearn

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Profile

IT professional with a diverse skillset from data analysis to systems administration. Bachelor's degree is IT Management with Cyber Security. Enjoys implementing new technology, managing projects, and communicating well to maximize synergy between customers and departments. Loves to be challenged.

Experience

- Data Analysis
- System Implementation & Administration
- SQL, Python, VBA
- ERP/CRM Systems
- Warehouse Management
- Excel Expert

- Cloud Computing
- IT Support & Ticket Management
- Healthcare systems
- Organizational Management
- WMS / Warehouse Automation
- Networking / Hardware Mgmt

Education

Indian River State College Ft. Pierce, FL   June 2015

Bachelor IT Management with Cyber Security

Job History

ABC Home Medical Supply Port St. Lucie, FL (Remote)   Mar 2018 – Present

- Master Data Analyst – Financial, Product, and Warehouse Data Analysis

- Prepare and exhibit presentations to management showcasing analytics and KPI metrics in an easily understandable format

- Extract from and import data into cloud-based billing & inventory management systems

- Perform system enhancements to streamline billing, AR, and inventory management

- Ensure data accuracy, adhering to policies, standards, and best practices

- Host and attend meetings remotely and in-office to facilitate an effective line of communication between departments

- Use complex Excel formulas and SQL queries to cleanse, format, and report on large data sets

- Data Analysis SME and designated Power User

- Multitask daily support requests with large projects, organized in ticketing system, 24/7 on-call support throughout project life cycles

Stubbs and Wootton Palm Beach, FL   Jul 2017 – Feb 2018

- NetSuite Administrator - Cloud based software administration and module implementation: (Accounting, Warehouse, E-Commerce, etc.) custom integrations, custom Java scripting with NetSuite API

- Systems Administrator - Ensured all internal IT systems (Network, PC, physical hardware, cabling) have less than 0.1% downtime

- Warehouse Manager - Oversee QC & inventory accuracy, implemented custom WMS solutions to automate processes (bar code scanners)

- E-Commerce Manager- Ensured all online sales & return processes are streamlined and properly handled by warehouse staff in terms of inventory count, QC, and timely shipping

- Replaced outsourced IT company saving the company time and ~$100,000 in IT costs per annum

- Presented monthly reports to management regarding project updates, warehouse status, resource planning and allocation

La Colombe Torrefaction Philadelphia, PA   Sep 2015 – Jun 2017

- Systems Administrator - Implemented and administered new systems replacing outdated systems, provided cloud access, saved the company time and ~$300,000 in outsourced IT services

- Managed 19 different systems for 500+ employees with ~300 end user PCs including Windows and Mac OS.

- Successfully implemented and administered Sage Cloud ERP / CRM systems to organize financial, warehouse inventory, and customer data

- Implemented cloud file storage system & cloud email system (Google Drive / Gmail)

- Generated and supported analysis of reporting for eCommerce & B2B portal (Shopify)

- Created diagrams and implemented network infrastructures for 28 corporate and retail locations

- Managed physical and virtual servers: VMware vSphere virtual servers and Windows Server 2012 / Firewalls (Cisco ASA / Dell SonicWall) / SQL Server