



## **Gary Alexander, Consulting Project Manager and Solutions Architect**

Highly experienced qualified Consulting Project Manager and Solutions Architect with a consistent record of achievements in the successful delivery of leading-edge ERP and digital projects; leading and training internal and external high-performance multidiscipline teams to deliver key infrastructure and change projects within timeframes and budget.

### **Technical Expertise**

- NetSuite ERP
- Dell Boomi
- MS Dynamics NAV
- Project Management
- Data Migration
- System Implementation
- Server Architecture
- Network Management
- Budget & Salary Management
- Dunning
- System Testing and UAT
- End User Training

### **Career Summary**

#### **Principal Functional Consultant**

#### **Fever-Tree**

**April 2018 – Present**

Providing support for all areas of Multi-Subsidiary One World NetSuite ERP implementation and providing functional expertise to Fever-Tree in relation to specific areas of the system including:

- Project manage the change to cross-subsidiary sales order fulfillment, reducing the complexity in the sales process. Specifying the changes, managing the development partner, testing changes, creating UAT scripts and training users.
- Business critical configuration of USA Subsidiary to end a distribution agreement and enable Fever-Tree to begin trading directly with their US customers. Aggressive timeline to hit drop dead Go Live date, which was achieved.
- Directly managing EDI project. Ensuring compliance with specific requirements around EDI invoicing process.
- Building and maintaining relationships with 3rd party suppliers to effectively manage integration solutions.
- Complex Intercompany functionality.
- Multiple Advanced PDF layouts.
- Refining existing Saved Searches to optimize business functions.
- Creating additional, often complex, Saved Searches to meet the business requirements.
- Refining and customising reports across departments.
- Extensive customisation of fields, forms and workflows.
- Additional customisation of fields and forms to accommodate US specific requirements.
- Creation of additional workflows as required.
- Refining existing roles and responsibilities, merging roles, creating new roles as required.
- CSV updates via import.
- Delivering End User Training.
- Dealing with ad hoc NetSuite queries on a daily basis.

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**Lead Functional Consultant****Buster & Punch****Nov 2017 – March 2018**

Reviewing all aspects of Multi-Subsidiary One World NetSuite ERP implementation and providing assistance with:

- Supply Chain process throughout the business
- Intercompany setup and transactional process
- Refining existing and creating additional Saved Searches to optimize business functions
- Managing third party integrations with warehouses and website
- Refining Call to Resolution setup, including Support, Topics, Solutions, Knowledgebase, and building specific Saved Searches
- Refining and customising reports across departments
- Customisation of fields, forms and workflows as required
- Onsite support to China subsidiary end users, involving travelling to China
- Advanced PDF layouts
- Email and letter templates
- Refining existing roles and responsibilities, merging roles, creating new roles as required
- CSV updates via import
- Delivering Super User/End User Training and providing supporting documentation

**Consulting Project Manager****Lily's Kitchen****Sept 2016 – Sept 2017**

Managing all aspects of NetSuite ERP implementation including:

- Business Process Mapping and Requirements Gathering sessions.
- Implementation of NetSuite core functionality.
- Co-ordinating and delivering all areas of Data Migration throughout the project, including extraction of data from legacy systems and importing historic transactions, current transactions and static data into NetSuite.
- Working closely with Financial Controller and senior finance team to restructure and import a business agreed Chart of Accounts.
- Ensuring reporting requirements for the Finance team could be met with customised reports such as P&L, Balance Sheet and Budget vs Actual.
- Working closely with Financial Controller on budget upload into NetSuite.
- Validating the resulting GL impact of all transactions within NetSuite.
- Working closely with Financial Controller on year end and period end tasks in NetSuite.
- Conducting business wide User Acceptance Testing and Conference Room Pilot Schemes
- Delivering Super User/End User Training
- Go Live planning and cut over
- Third Party Partner integrations including Ecommerce Platform, 3PL (warehouse), Dell Boomi.
- Leading internal Project team to ensure the success of the implementation.
- Configuration and customization of NetSuite as required.
- Reporting to the Board throughout.

**Acting Head of IT****RH Smith & Sons (Smiffy's)****Apr 2014 – May 2016**

- Managing all aspects of the company's IT strategy; planning and initiating key projects, recruiting managing and developing personnel; reporting all IT activities to the board.
- Leading a team of 12, providing technical support, Dynamics NAV development and web services; project managing cabling and technology requirements for large-scale office upgrades.
- Managing the successful launch of a new ecommerce website, turnover of £250,000+ in year-one.
- Writing job specifications, managing recruitment consultancies, negotiating rates, and interviewing suitable candidates.
- Manage the ongoing development of NAV 2009 since go-live; manage requests; create specification requirements; testing; implementation.
- Project to review, evaluate and recommend implementation of NAV 2016 upgrade.

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**Solutions Architect****Painted Red****2002 – present**

- Own company, established to assist companies of all sizes and industry sectors, providing highly confident IT consultancy and solutions architect service; designing networks, supplying, configuring and installing all server, desktop, laptop, printer and network hardware and software, landline and mobile telephony; providing bespoke software solutions for the client's needs.
- Project Manager for two-year multi-million-pound Microsoft Dynamics NAV 2009 SP1 implementation across a global business in conjunction with K3 Business Technology Group.
- Project Manager for the full tendering process for handheld and voice-picking systems, from initial stages through review to the awarding of project contract. Integrating same with NAV 2009.
- Providing business analysis, business process mapping, scoping and recommendations following system health checks; implementing UAT strategy; co-ordinating end user training; providing Go Live support and customer-specific training guides. This was for the NAV 2009 project.
- Providing consultancy on application software, online applications, web services, cloud based technology, telephony, mobile phone contracts, third-party software integration and EDI; delivering solutions across multiple verticals including Finance, Sales & Marketing, Purchasing, HR, Payroll, Time & Attendance, Resource Planning and Warehouse Management in NAV 2009.

**IT Manager****Worldzap Ltd****Apr 2001 - Mar 2002**

- Developing, implementing and supporting all aspects of technology throughout the company in UK and Switzerland; developing proposals for new technology deployments.

**Business Systems Manager****Iron Mountain (Europe)****Apr 1999 - Mar 2001**

- Project managing the development and support of all software throughout the division in the UK and France; managing the replacement of the vault management software; establishing and maintaining relationships with management and third-party developers.

**IT Support Consultant****Ramsey Healthcare, Bedford****Feb 1995 - Apr 1999**

- Responsible for the evaluation, purchase, rollout and support for all hardware and software throughout the Group; providing remote and on-site support to 22 hospitals and the corporate office.

**Implementation Officer****TSB plc, Victoria Square, Birmingham****Oct 1990 - Feb 1995**

- Responsible for the installation and acceptance testing of new computer systems and software releases; providing technical advice and support for the helpdesks, covering 1,400 branches.

**Skills Snapshot****Communication and interpersonal skills**

- Managing and maintaining clear and accurate communication across disciplines, departments, and relevant internal and external stakeholders; ensuring specific project requirements are being met; communicating clearly to technical and non-technical audiences.
- Networking productively and appropriately: sharing and developing ideas with peers, establishing and maintaining excellent working relationships with key influencers and stakeholders.

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### **Analytical and problem-solving skills**

- Strong financial management skills with excellent planning and organisational understanding of long-term and short-term objectives, ensuring activities follow defined processes and criteria.
- Implementing and managing operational strategies, ensuring projects are delivered in the most efficient and cost-effective manner; multitasking effectively, prioritising appropriately, and working flexibly to balance competing demands; thriving in a fast-paced cross-functional environment.
- Identifying risks and potential issues, demonstrating sound commercial judgement with strong analytical and problem-solving skills; combining a high level of intellectual calibre with a pragmatic and commercial approach to responsibilities.

### **Planning and leadership skills**

- Strong interpersonal skills, demonstrating professionalism, good humour and a proactive approach; actively providing support and guidance to team members; diligently mentoring and monitoring performance, delegating tasks appropriately in relation to role, skills, and competence.
- Logical and analytical thinker with the ability to evaluate and decipher complex information and respond quickly to changing circumstances; working closely and effectively with cross-departmental teams, collaborating effectively with the optimal use of resources.
- Overseeing the reporting of information in relation to projects, progress and performance, alongside all other aspects of team operations; contributing to the support and development of a fully competent and highly motivated department.

### **References**

Professional and personal references are available on request.