



## Tracy Mills, ERP Consultant

ERP Consultant, trainer and trouble shooter with full exposure to implementation lifecycle including UAT, solution design and ongoing systems support.

### Project Experience

#### **Performance Health Limited**

##### **NetSuite Systems Administrator and Functional Consultant**

- Providing day to day support and troubleshooting to NetSuite users
- Providing assistance with Saved Searches and customised reporting
- Providing training on WMS Next Gen for 110 users
- Preparing training documentation for WMS Next Gen module
- Extensive testing of WMS Next Gen module
- Reviewing Item Master which is heavily customized
- Reviewing Case Management processes
- Configuration of Workflows to automate previously manual processes

#### **Thor Photomedicine**

##### **NetSuite Systems Administrator and Functional Consultant**

- Providing support to users who have been live with NetSuite OneWorld for 10 years.
- Redesigning/amending company templates and layouts
- Providing assistance with Saved Searches and customised reporting
- Providing ongoing customisation and configuration assistance
- Performing additional configuration and customisation as required
- Configuration of Workflows to streamline current processes
- Providing ongoing system and business solution advice and guidance
- Providing end user training and workshops
- Creation of Dynamic Groups for use with Marketing email campaigns for online training courses
- Continued configuration and support for Marketing email campaigns for online training courses
- Maintaining Duplicate Detection
- Assembly item and Bill of Materials set up and maintenance
- Ongoing end user support and resolving day to day issues as required

#### **Microsoft Dynamics NAV implementation for global fancy dress manufacturer.**

##### **Super User, Process Manager, Training Manager and Lead on UAT**

- Replacement of entire business system with a new implementation of Dynamics NAV throughout the whole organisation
- Carrying out substantial system testing
- Carrying out and co-ordinating substantial user acceptance testing
- Providing written documentation and guidance notes
- Providing onsite end user training
- System Administrator
- Managing conversion from paper based Warehouse Management to scanning
- Managing conversion from paper based Picking to voice/handheld
- Building and maintaining relationships with international 3PL to improve performance
- Substantial onsite Go Live support and ongoing system/user support

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## General Career Experience

Tracy has 28 years of experience working within the Warehousing vertical. What began as a very practical role led to her being an integral part of converting the entire business from an old legacy system to Microsoft Dynamics NAV. From there, Tracy managed further business and performance improvements as well as documenting all the processes in place and ensuring those processes were continually maintained and updated. In addition, she had the responsibility of training all staff involved on all areas of the system.

The involvement in these in-house projects made Tracy realise that her skill set had developed into something that would be invaluable to other businesses in similar situations so, in June 2018, she joined Painted Red as an ERP Consultant.

Building on her extensive Microsoft Dynamics NAV experience, during an aggressive ramp into the world of NetSuite, Tracy successfully completed the following NetSuite courses:

- NetSuite Essentials
- NetSuite Administrator Fundamentals
- Accounts Receivable: Fundamentals
- Accounts Payable: Fundamentals
- NetSuite Financial Management
- WMS Lite: Fundamentals
- Wholesale/Distribution: Fundamentals EMEA
- Inventory Item Costing
- Marketing Automation Workshop
- Sales Force Automation: Fundamentals
- Software Fundamentals
- SuiteFlow: Workflow Fundamentals
- SuiteFlow: Advanced Workflows
- SuiteAnalytics: Reports and Searches
- SuiteAnalytics: Financial Reports & Searches
- SuiteAnalytics: Advanced Searches
- SuitePeople: Fundamentals

As part of the NetSuite ramp, Tracy also spent time onsite with NetSuite customers and gained invaluable, hands on experience within a variety of business sectors. She has undertaken NetSuite Administrator tasks, delivered training sessions, tested custom solutions, configured Workflows, encountered customisation and form changes, additional customer specific configuration, Inventory Costing methods, Revenue Recognition, Data Migration and substantial saved searches and reporting as well as the inevitable end user troubleshooting.

Tracy is highly motivated and excited to share her knowledge with clients to help them achieve (and maintain) a fabulously successful ERP implementation – as well as helping everyone to learn to love NetSuite!