Gary Alexander, Consulting Project Manager and Solutions Architect

Highly experienced 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
- Celigo (basic)

Career Summary

NetSuite Consultant **Aurora Managed Services** **Nov 2020 – Aug 2022**

Worked with the internal Project Manager and system administrator of Aurora's current system to help implement Multi-Subsidiary One World NetSuite ERP with complex Subscription Billing and Advanced Revenue Management. Aurora were at the stage in their implementation where they were being asked questions by NetSuite that they didn't know how to answer. With my experience of many NetSuite implementations and working with clients on their post go-live environments, I was able to offer valuable experience and insights.

- Complex subscription billing requiring more than 10 customisations from NetSuite to achieve billing in the way the business required.
- Liaising with NetSuite and the internal team on NetSuite's Functional Requirement Documents (FRDs) to ensure they fully captured the requirements and they were robust enough to cover everything needed. The time spent on these was invaluable when NetSuite delivered the customisations and they often didn't work to the specification.
- Implementing Advanced Revenue Management.
- EDI for multiple partners for drop-ship purchase orders.
- Integrations for two external systems to import meter readings (c25,000 per day) and billing details.
- Implemented Dunning Procedures.
- The usual creation / configuration of workflows, custom fields, custom forms, PDF and email templates and custom records to streamline processes and accommodate business requirements.
- Gather requirements from the various finance teams, customise NetSuite as appropriate and deliver training on all areas of finance back to the teams.
- Create monthly opening balances (24 months) from existing management accounts.
- Fixed Assets.

- HSBC bank feeds for statement transactions and setup supplier payments and customer direct debits.

Principal Functional Consultant **Tomorrow London** **Nov 2018 – Nov 2020**

Worked closely with the Project Manager before taking over responsibility from him in January 2020 to implement Multi-Subsidiary One World NetSuite ERP. Provide expertise gained over multiple NetSuite implementations to ensure best practice approach:

- Review business requirements and design and implement NetSuite to meet the business needs
- Manage integration partner to deliver solutions for online showroom and 3PL connections. Functional and system testing to ensure correct operation.
- Manage development partner to deliver additional functionality via scripted solutions.
- Prepare NetSuite and integrations for Shopify ecommerce sites and launch them in 2020.
- Multiple Advanced landscape PDF layouts to accommodate matrix and sub-matrix items in an acceptable format for suppliers and brands.
- Create Saved Searches for finance and board pack reporting as well as reporting for sales.
- Extensive customisation of fields, forms, workflows, templates and custom records.
- Creation of custom records and workflows to manage complex sales processes / requirements.
- Define and create roles and dashboards for all users.
- Data migration of open transactions via CSV import for finance, sales and operations go-live.
- Delivering End User Training.
- Dealing with ad hoc NetSuite queries on a daily basis.
- Mentor and train junior NetSuite consultants in Design to Build and Procure to Pay areas.
- Regular visits to Milan to train and support the customer services team.
- Support the Italian localisation tax software.

Principal Functional Consultant **Fever-Tree** **April 2018 – Nov 2018**

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 and creating additional, often complex, Saved Searches to meet the business requirements.
- Refining and customising reports across departments.
- Extensive customisation, and creation of additional, fields, forms and workflows.
- Refining existing roles and responsibilities, merging roles, creating new roles as required.
- Beginner, Intermediate and advanced Saved Search training for 10 finance users.

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 travel 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.

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.

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.