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| **Chris Harper** |
|  | Email: chris@chrisharper.org |
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| **Summary:** | I have been working to deliver high quality results in the world of rapidly evolving software requirements since 2006. From back-end services linked to SQL dbs to front-end user experience and API integrations, I've been growing my skillset all the way. My current project is to make multiple payment platforms widely available in NetSuite. Prior projects include implementing a heavily customized Suite Commerce Advanced (SCA) website for NetSuite. Much of this work had an emphasis on efficient normalized database design, data analysis, data warehousing, report delivery, and disaster recovery. I have a decade of C# experience solving a broad range of problems. Also, 7 years Microsoft MVC full-stack development. As an IT Manager I authored a full-feature web application ERP system which still runs the day-to-day operations of multi-state Herman Miller distributor. In that role I spent 5.5 years managing an IT Department to support 150 users in 4 states with 5 offices. Some other history includes: 3 years ASP.net web forms design, development, and support of company reporting website. Three years sales and sales team management.  |
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| **Software:** | NetSuite SDF Developer Framework, Suitelets, Restlets, BackboneJs, Handlebars, Suite Script 1.0, 2.0, Visual Studio 2003-2019; VSCode; Github; BitBucket; TFS; SQL Server 2000-2014, 2016 SQL Management Studio, SQL Profiler, Windows Server 2003-2016 Microsoft IIS 6, 7, 8, Exchange Server 2003-2010 Microsoft Office Suite, Windows PowerShell, SQL Server Reporting Services, SQL Server Integration Services, Ubuntu Server, Desktop, Oracle DB, Postgres DB, MySQL DB, Entity Framework, jQuery, Bootstrap, and many others |
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| **Languages:** | C# (.Net 1.0-Current), .netcore, TypeScript, JavaScript, Ruby, HTML, CSS, SQL, MYSQL, Java, VB.Net, PHP, VB6  |
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| **Education:** | Bachelor of Arts, American Studies / University of Kansas 2003 |
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| **Certifications** | NetSuite Suite Success Certified |
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| **Work Experience:** ***Oct 2020 - Present*** ***Freelance NetSuite Developer**** SuiteCommerce development: Clients include 3BG Supply, Parts Express, ACP Composites, Southern Living House Plans
* Building custom integration applications for NetSuite financial transaction processing and payment processing. Platforms include Plaid, BlueSnap, CardKnox

 ***Sept 2019 – Oct 2020*** ***Senior Software Engineer (Consultant) DocuSign Corporation**** Migrated DocuSign for NetSuite integration from SuiteScript 1.0 to SuiteScript 2.0
* Added data merging features between NetSuite and DocuSign platforms
* Collaborated with Program, Testing, Security, and Management to develop applications
* Created end-to-end unit and integration tests for multiple features

 ***June 2017 - Present*** ***Freelance Consultant - Various Clients**** Built B2B sales reporting process for Christmas décor distributor which drives revenue stream by auto reconciling contract payments and billing remaining obligations.
* Implementation and optimization of NetSuite day-to-day operations for 14 + clients on a broad range of business objectives.
* Worked on a large and complex SCA installation for a moving and storage company.
* Migrated an SCA installation from Kilimanjaro to 2019.1
* Made extensive modifications to a SiteBuilder (SuiteCommerce) website for multiple clients
* Built and modified many complex Advanced PDF/HTML reports using 3rd party BFO report generator
* Implemented RF Smart warehouse automation for NetSuite in a food manufacturing company.
* Working with multiple clients on a broad range of IT related issues from software development, software risk strategies, hardware infrastructure management, project requirements gathering, cloud infrastructure migrations, junior developer training, database design for ecommerce, risk assessment, and financial applications.

 ***John A. Marshall Co.*** ***September 2011 - May 2017*** ***IT Manager**** Designed, built, and maintained the company’s business operating system. The project is a web-based ERP for order entry, accounting (AP/AR functionality), customer and vendor management, work order time tracking system, API for receiving orders from customers and invoices from suppliers, complete financial reporting package for ownership (income statement, balance sheet, etc.…) The company is currently looking to sell the system to other contract furniture dealers.
* The ERP was built on C# MVC framework against SQL server, hosted on IIS
* Managed employees and contractors in the pursuit of building out a stable, flexible, and maintainable hardware and software infrastructure.
* Planned and executed the technology side of an acquisition of two additional dealerships to bring the company dealerships to a total of five.
* Implemented a Windows failover cluster on a local SAN on which reside all of the company’s virtual servers
* Designed and implemented a VOIP solution to tie 5 offices together into a single phone system
* Installed and configured network firewall/router devices in 5 offices to tie them all together as a local network: equivalent to an ISP’s paid WAN solution except it’s done over the open internet and costs less
* Negotiated service contracts with suppliers and consultants
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|  | ***Railcrew Xpress*** |
|  | ***October 2008 - 2011*** |
|  | ***Business Analyst*** |
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|  | * Designed, built, and maintained the field performance measurement system, aka "Scorecard" on which all field personnel are measured and bonused. Performance data is collated into a reporting database from a variety of internal and external sources and then compiled monthly to track progress.
* Designed, built, and maintained a supporting website aka "Dashboard" for disseminating Scorecard data to the field management. The website allows the field management to quality check the individual data points in each of their performance measurements. The idea is to make the performance data transparent and so build trust between the home office, the field, and the unions. The website also doubles as the RCX's primary source of reporting data for senior management. The Dashboard runs on ASP.net and IIS 6.0 and makes good use of MS Chart Controls, ASP's Ajax Control Toolkit, and integrates SSRS's web service and report viewer controls.
* Designed, built, and maintained a web driven help desk application running against a custom built threaded windows service.
* Installed configured and maintained Windows Server 2003 installations and Domains, Exchange Server 2007, Internet Information Services 6.0, SSL certificates, and SQL Server installations.
* Created a large number and variety of reports in SQL Server Reporting Services and a web page to display them.
* Performed multiple email discovery searches on Exchange 2003 and 2007 for litigation purposes.
* Created a small army of helper applications to help bridge the information gap between systems in different departments.

Technologies utilized include: Visual Studio 2005, 2008, SQL Server 2005, SQL Management Studio, SQL Profiler, Windows Server 2003, Microsoft IIS, Exchange Server 2003 & 2007, Microsoft Office Suite, Windows PowerShell, SQL Server Reporting Services, SQL Server Analysis Services, Excel |
|  | ***Arrow Speed Warehouse*** |
|  | ***December 2006 - present*** |
|  | ***Data Manager – Application Developer*** |
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|  | * Built automated ETL processes using VB.net and SQL 2000 and SQL 2005 that imported and exported product and pricing information from our SQL database.
* Built data models for our catalog data providers to help them know how to build flat files for import into our SQL DB.
* Wrote and supported numerous Business Intelligence queries for use with our MAS 500 ERP system.
* Wrote and supported a VB.net program to create Excel Spreadsheets from SQL DB. This application was developed to speed the accuracy and delivery of Excel pricing files for Arrow Speed’s customers.
* Wrote and supported a VB.net program for sorting and displaying part and pricing information based on year, make, model, and account number lookup from SQL database.
* Manipulated, formatted, and aggregated large amounts of product and pricing information in a variety of formats and inserted into SQL database.
* Built from a set of specific guidelines, tuned, optimized, maintained, and audited a large data warehouse project for an outside consulting firm.
* Built data warehouse to analyze customer profitability on a granular level.
* Troubleshoot and maintain pricing structures and sales incentive programs in SQL database for over 10,000 customers.
* Troubleshoot operating inefficiencies in MAS 500 ERP stored procedures in SQL database.
* Built and maintained automated ordering for Amazon.com using SQL statements, DTS packages, vb.net, and MS Access.
* Built automated process using VB.Net to enter shipping information into standalone UPS shipping terminal.
* Created and modified numerous Crystal Reports for use with Arrow ERP system.

Technologies utilized include: SQL Server 2000, SQL Server 2005, VB.Net, and Microsoft Access, Crystal Reports, Microsoft DTS, Triggers, SQL Profiler, Query optimizer, MS Excel. |
|  | ***Arrow Speed Warehouse*** |
|  | ***July 2003 - December 2006*** |
|  | ***E-Commerce Coordinator*** |
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|  | * Sold drop-ship services and parts for internet retailers.
* Maintained service-based relationships with over 200 customers on an ongoing basis via e-mail, phone, instant message, & fax.
* Worked with a variety of shipping companies to deliver packages, re-route packages, and initiate service claims on lost or damaged freight packages from .5lbs to 1500 lbs.
* Negotiated product pricing and freight structures for internet retailers.
* Educated, managed, and motivated a team of 3 salespeople on an ongoing basis to successfully navigate and grow their account base.
* Created sales reports using Excel and information exported from MAS 500 ERP systems for the purpose of knowing how to profitably operate our E-Commerce sales team.
* Created, taught, and executed a successful cold calling strategy for use in our specific market segment.
* Worked with Accounts Receivable, Accounts Payable, Shipping, Receiving, Returns, Senior Management, and the Warehouse staff on a daily basis to make sure the expectations of our customers were consistently met or exceeded.
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|  | ***Haskell Indian Nations University***  |
|  | ***September 2001 – May 2003*** |
|  | ***Tutor*** |
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|  | * Tutored students in math (algebra through calculus), physics, & basic written communications.
* Worked with faculty to maintain academic eligibility of athletes at Haskell.
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