

Charles Robin Hood

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NetSuite Consultant, Project Manager & Business Analyst

ERP Systems Implementation | Engineering Professional | Trusted Advisor

Innovative solutions to intractable problems.

Flexible and adaptable experienced manager and individual contributor with a diverse background in engineering and IT. Proven record of success in driving key initiatives from planning through implementation and achieving positive and measurable organizational impact. Combines analysis with experience, knowledge and relationship building skills to engage stakeholders at all levels and enable data-driven decision making.

Experienced writing NetSuite Functional Specifications and Technical Specifications to meet documentation and developer team needs.

Core Skills: NetSuite | Project Management | Program Management | Process Improvement Initiatives | Project Planning | Business Analysis | Executive Collaboration | End-user Collaboration | Bi-lingual (English and Spanish) | Adaptable, Dependable, Trustworthy

Professional Experience

NetSuite Engineer, National Restaurant Association

December 2022-January 2026

- Customer Relationships (Customer Organizational Structure, COS)
 - Designed internal relationship management solution, a longstanding pain point for the organization
 - Developed SuiteScript solution working with contract developer
 - SuiteScript – client scripts, user event scripts, map/reduce scripts, scheduled scripts
 - Custom records
 - Custom fields
 - Custom lists
 - Custom forms
 - Custom sublists
 - In production
- Item Change Assistant
 - Designed change order system for NetSuite item creation and maintenance
 - Developed SuiteScript and SuiteFlow solution working with contract developer
 - SuiteScript – client scripts, user event scripts, workflow action scripts, RESTlets
 - Custom records
 - Custom fields
 - Custom lists
 - Custom forms
 - Custom sublists
 - In production
- Learned to be adept at vibe-coding with emergent AI assistants such as Grok and Claude to deal with limited developer resources
- Multiple other projects, major and minor

Business Analyst, Robert Half engaged at National Restaurant Association

June 2021-December 2022

- Significant contributor to system architectural design with the two system architects for approximately one year

- Researched business requirements for enhancements requested by business associates
 - Direct interactions with business associates
 - Meeting participation
 - Notes and recordings review
- Wrote Gherkin-style Epics, Features, and User Stories for enhancements in Microsoft DevOps
- Worked with contract developer to build requested enhancements

Engineering Business Process Owner, STEMCO LP

July 2012 – August 2019

- One of NetSuite ERP implementation team leaders, engineering representative
 - Led initial change management process for team
 - Led implementation of PLM for engineering to augment NetSuite
- Developed Lunch & Learn series to train employees across multiple sites about NetSuite and its use
- Developed and produced weekly flash report for implementations
 - Led conversion from Epicor to NetSuite for a smaller company division
 - Developed multiple saved searches and reports to assist with NetSuite implementations.
 - Created work process for keeping NetSuite modifications under source code control in a team setting.
- Wrote functional and technical specifications for software enhancements for NetSuite.

Software Applications Engineer, STEMCO LP

September 2004 – July 2012

- Specified, designed, and developed software to manage data collected from mobile sensors on heavy-duty trucks
 - Analyzed end user requirements to produce software design
 - Chose platform for software development
 - Hired contractor to assist with coding and database design
 - Deployed software to end users
- Worked with end users to resolve any issues with software or software use
- Implemented bug tracking software

Manager FIS Engineering, STEMCO LP

November 2002 – September 2004

- Led mechanical and electrical engineers to develop mobile sensors for heavy-duty trucks
- Hired engineers to build team
- With Business Development Manager, developed roadmap for sensor development and deployment
- Led development and deployment of patented sensor technology for capturing mileage and tire pressure electronically and wirelessly

Language Skills

Language	Speaking Proficiency	Reading Proficiency	Writing Proficiency
Spanish	Fluent	Fluent	Fluent

Certifications and Awards

Certification/Award
Oracle NetSuite Certified SuiteFoundation Specialist
Oracle NetSuite Certified Administrator Professional