Darby Nadeau
IT Systems Specialist / ERP Analyst
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IT and Operations professional with seven years of experience in the nonprofit sector, working and communicating with key stakeholders to implement and enhance business systems.

Skills & Expertise

- NetSuite Implementation and Administration (5 years)
- Salesforce Implementation and Administration (2 years)
- Data Transformation / ETL
- Reporting / Visualizations

Experience

New Teacher Center | Santa Cruz, CA
IT Systems Specialist / ERP Analyst (2010-2017)

Worked in a variety of cross-functional teams to implement, administrate, and enhance IT, Operations, and Sales applications
- Implementation of enterprise business solutions including NetSuite and Salesforce
    - Worked closely with NetSuite and key stakeholders to ensure a smooth implementation of the system across the organization, from requirements gathering to implementation of process flows to end-user training
    - Facilitated communication between process owners and NetSuite, and ensured deliverables were met through implementation and enhancement projects
- Retirement of legacy systems, including data export and transformation
- Ongoing maintenance and enhancement of business systems
- Development of custom Event Management application and onsite support for events

NetSuite Administration
- Daily administrative tasks: created and modified custom roles and permissions, created and maintained custom workflows for business processes, merged and deleted records, etc.
- Built and customized Reports and Saved Searches for the entire organization, with a focus on dashboards, email notifications, mass updates, and general requests for data from users
- Worked with all members of the Business Office to implement and optimize their process flows and UI (AP, AR, Payroll, CFO)

- Managed multiple integrations with the NetSuite platform, including Salesforce, Concur, Okta, and Google Apps
- Trained all users on use and management of the NetSuite platform with a focus on general best practices, and maintained an Intranet site that housed all training materials
- Tested new functionality, researched system enhancements, proposed improvements, and implemented them
- Worked weekly with NetSuite Support to troubleshoot issues, identify system defects, and file enhancement requests

Education

Bachelor's Degree, Economics | UCSC | 2011

Cashier Test   **Score** ___ **/ 15**

B 1) A roll of quarters is worth?
   a) $5.00
   b) $10.00
   c) $15.00
   d) $20.00

A 2) A roll of dimes is worth?
   a) $5.00
   b) $4.00
   c) $3.00
   d) $2.00

D 3) A roll of nickels is worth?
   a) $8.00
   b) $6.00
   c) $4.00
   d) $2.00

(4) A roll of pennies is worth?
   a) $1.00
   b) $0.75
   c) $0.50
   d) $0.25

C 5) What does POS stand for?
   a) Patience over standards
   b) Percentage of sales
   c) Point of sales
   d) People over service

6) What is the current sales tax rate in your city ___ 9 % ___ ?

C 7) A customer buys a bowl of soup for $1.25, an apple $0.90 and a soda is $0.79. If you are given` $10.00 how much change should you give back?
   a) $4.06
   b) $2.06
   c) $7.06
   d) $5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for $7.25 each. If you are given $50.00 how much change should you give back?

   a) $19.50
   b) $14.50
   c) $9.50
   d) $4.50

D 9) A customer buys soda for $3.75 and a hot dog for $4.25. If you are given $20.00 how much change should you give back?
   a) $6.00
   b) $8.00
   c) $10.00
   d) $12.00

A 10) A customer buys two hamburgers at $3.75 each, two bags of chips at $1.25 each, two cookies at $2.50 each and two sodas at $3.25 each. If you are given $100.00 how much change should you give back?
   a) $78.50
   b) $58.50
   c) $38.50
   d) $28.50