

Heinrich Smith

NetSuite Administrator · **ERP Implementation & Integration**

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Hello,

I build operational systems from real operational friction, not from theory.

On the warehouse floor at **Arrowhead Alarm Products**, I run inventory, fulfilment, dispatch, stock control and RMAs on **NetSuite** every day. Alongside that, I've been building **OpsUI**, a modular **ERP / WMS / CRM** system, as hands-on proof of that skill set: I implemented its **live bidirectional NetSuite integration (SuiteTalk SOAP & REST)**, wrote the Xero, MYOB and carrier connectors, and ran the full implementation lifecycle from data model to go-live. I built it to solve the exact friction I see in operations every day: slow workflows, poor visibility, and systems that don't match how teams actually work.

What sets me apart is that I work **both sides of that problem**. I spent **8+ years building software** (game systems reaching 20M+ plays, a SaaS platform that scaled to 420K+ users) and **led the cross-functional teams** of engineers, designers, animators and content creators that shipped them, before moving onto the warehouse floor and seeing exactly where ERP and WMS systems fail the people using them. Operator, implementer, developer and project lead, in one.

I'm targeting **NetSuite administration and ERP implementation / integration roles**, the kind that value practical floor experience paired with systems thinking. My resume is attached, and I'd welcome a conversation about where I might fit.

Kind regards,

Heinrich Smith

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