

Heinrich Smith

NetSuite Administrator · ERP Implementation & Integration

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FOCUS

NetSuite Administration

ERP Implementation & Integration

Project Delivery

Full-Stack Development

Business Systems / WMS Analysis

Warehouse Operations

PROFESSIONAL SUMMARY

I don't build operational systems from theory. I build them from real operational friction. NetSuite operator, ERP implementer and full-stack developer with **8+ years building software** across games, SaaS and ERP, including **2+ years of daily, hands-on NetSuite (Oracle ERP)** use across inventory & order management, stock adjustments, stocktakes, reconciliation and dispatch. Alongside that role, designed, built and configured a modular **ERP / WMS / CRM system (25+ modules)** running a **live bidirectional NetSuite integration via SuiteTalk (SOAP) & REST web services**. Redesigned picking and dispatch workflows to remove redundant steps, speed dispatch and cut errors. **Led cross-functional teams** of engineers, designers, animators and content creators to deliver projects end-to-end. Targeting **NetSuite administration and ERP implementation / integration roles** across NZ & AU.

CORE SKILLS

NETSUITE & ERP	Advanced, daily NetSuite (Oracle) operation · inventory & order management · stock adjustments & stocktakes · reconciliation & discrepancy resolution · saved searches, reporting & CSV imports · dashboards & KPIs · RMAs
INTEGRATION	NetSuite SuiteTalk (SOAP) & REST APIs · event-driven, real-time bidirectional sync · Xero · MYOB · multi-carrier APIs (NZ Couriers, NZ Post, Australia Post, Mainfreight, Toll, DHL)
ENGINEERING	TypeScript · JavaScript · Python · React · Node.js · SQL · PostgreSQL · Git · Lua
METHODS	ERP implementation lifecycle (discovery, requirements gathering, configuration, data migration, UAT, go-live) · project management · cross-functional team leadership · stakeholder management · business process improvement · Agile · Lean / continuous improvement
DOMAINS	WMS · supply chain · warehouse operations · 3PL · e-commerce · manufacturing · F&B · ERP platform familiarity: SAP Business One · Dynamics 365 Business Central · Cin7 · Unleashed · Abel ERP (comparative research & writing)

EXPERIENCE

ERP / WMS Implementation & NetSuite Integration

Jan 2026 – Present

OpsUI · self-built ERP / WMS / CRM system · independent project

5 mos · Auckland · Hybrid

- Designed, built and configured a modular ERP / WMS / CRM system end-to-end on a TypeScript / React + Node / PostgreSQL stack, with **25+ modules across 8 categories**.
- Implemented a **live bidirectional NetSuite (Oracle) integration via SuiteTalk (SOAP) & REST web services** for event-driven, real-time sync.
- Built **Xero and MYOB connectors** plus **six carrier integrations**: NZ Couriers, NZ Post, Australia Post, Mainfreight, Toll, DHL.
- Ran the **full implementation lifecycle**: discovery & scoping, configuration, data migration, role & permission mapping, UAT and staged go-live.

- Mapped **NetSuite records and custom fields** into the integration layer with hands-on SuiteTalk (SOAP) and REST schema work.

Warehouse Operations & Inventory Associate

Mar 2024 - Present

Arrowhead Alarm Products Ltd. · lean mid-sized distribution business · NetSuite environment

2 yrs 4 mos · Auckland · On-site

- Heavy daily **NetSuite (Oracle ERP)** operator: **inventory & order management**, stock adjustments, stocktakes, reconciliation and discrepancy resolution.
- Run **end-to-end warehouse operations** across inwards goods, picking, packing, dispatch, RMAs, replenishment and **production staging**, where daily execution directly drives customer orders and stock availability.
- Took on **responsibilities beyond a standard storeperson role**: prioritising warehouse workflows, identifying process bottlenecks and supporting operational decision-making through high-volume periods.
- **Redesigned picking and dispatch workflows**, removing redundant steps to speed dispatch and cut errors while holding inventory accuracy.
- **Translated those operational gaps into WMS / ERP design**, the systems work that became OpsUI.

Stock Controller (Contract)

Oct - Dec 2023

Mighty Ape · high-volume e-commerce fulfilment

3 mos · Auckland · On-site

- **Stock control & inventory accuracy** through **peak Christmas trading** at a large e-commerce retailer, replenishing pick-faces, picking, packing and dispatch under strict time and performance targets.
- Maintained **stock integrity** through seasonal demand spikes, handling stock investigations, product movement across warehouse areas and team-based fulfilment under pressure.

Marketing & Product Contributor

Sep 2021 - Sep 2023

ValoTracker · Valorant analytics Discord SaaS

2 yrs 1 mo · Remote

- Drove early **marketing, product positioning and community growth** for a Valorant analytics Discord SaaS that scaled to **420K+ users** and earned official Discord recognition.
- Hands-on **SaaS product growth**: user feedback loops and turning a technical tool into a product people adopt.

Project Lead & Game Systems Developer

Jan 2018 - Sep 2021

Hytech Studios · independent game development studio

3 yrs 9 mos · Remote

- **Led and coordinated cross-functional teams** (modelers, animators, UI/UX designers, scripters and content creators) to deliver online games reaching **20M+ plays**.
- Ran projects **end-to-end**: scoping, task allocation, timelines, and stakeholder and investor communication.
- Built the underlying game systems too: modular inventory, shop, quest and progression, plus NPC behaviour and anti-cheat (Lua / Luau), engineered for a peak of **10K+ concurrent active players**.
- The cross-functional delivery and systems foundation that became OpsUI.

SELECTED WRITING

ERP strategy comparisons & long-form on modular ERP and ANZ operations at community.opsui.co.nz

- › SAP Business One: keep it for finance, add the warehouse layer it never had
- › Abel ERP: keep it, and add the operations layer it was never built for
- › SAP Business One warehouse: add an ops layer, or buy SAP EWM?

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Licensed Forklift & Reach-Truck Operator** (NZ).
- **Self-directed ERP & NetSuite study**, comparing NetSuite, SAP Business One, Cin7, Unleashed and Abel ERP.

REFEREES AVAILABLE ON REQUEST