

# Ronan Andre A. Abantao

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## SUMMARY

SW/App/Cloud Tech Support Team Lead. Experienced in the stages for implementation including integration and customized solutions. total of 10 years experience in the IT industry doing application support and 8 years experience in implementing, managing NetSuite. Started as Sales Associate, Senior Consultant, Project Manager to Cloud Specialist Team Lead. Performed project management, conducting end user training and product implementation.

## EXPERIENCE

**ACCENTURE, INC.**, Taguig — SW/App/Cloud Tech Support  
Team Lead

MAY 2015 - PRESENT

- **Offshore support specialist for US Based cloud content management platform company**
  - Conducted impact analysis and feasibility of the business requirements
  - Provide expertise on investigating and resolving complex production issues
  - Led Release Management to ensure seamless upgrade implementation
  - Analyze validate and configured design to meet Client requirements
  - Resolved complex issues and provided stabilization support
  - Manage Zuora-NetSuite-Avalara Transactions
  - Maintain NetSuite user access
- **Offshore Client Support Team Leader for various Oracle NetSuite clients**
  - Manages Support Team that handles client support inquiries and requests
  - Conducts weekly meetings to provide updates on active cases
  - Assist the support team on configurations and testing
  - Configure dashboards based on saved searches developed for the client
  - Configure custom lists, records, forms and fields
  - Provide weekly update on the Project's Metrics and Narratives

## SKILL HIGHLIGHTS

NetSuite ERP

Zuora

Tosca Automate UI

MS Office

Google Workspace

## EDUCATION

De LaSalle University -  
College of Saint Benilde  
Bachelor of Science in  
Business Administration  
Major in Computer  
Application

## PROJECTS

- Cloud Content Management Platform company/ *Financials, FAM, P2P, O2C. Tosca*
- Research and Development Biotech company/ *Financials, FAM, P2P, O2C*
- Urban Innovation Organization/ *Financials, FAM, P2P, O2C*
- Europe-based third-party remote access software company/ *Financials, FAM, P2P, O2C*

## FUNCTIONAL/ TECHNICAL KNOWLEDGE

- System Configuration & Setup (Enable Features and Preferences)
- Accounting Setup
- System Customizations (Lists, Records Types,
- Entity/Item/ CRM/Transaction Body & Line Fields)
- Custom Forms
- Saved Searches
- Reports & Report Builders
- Dashboard Configuration
- Data Migration
- Tosca Automation

## RAMCAR, Quezon City— *Project Manager*

FEBRUARY 2014 - MAY 2015

- Participate and coordinate in SteerCom meetings for discussions regarding functional design;
- Ensures that all documentation is according to prescribed quality;
- Assists in customization design and prepares/supervises the preparation of functional requirement document as basis for Dev Team for SuiteScript development;
- Coordinate and Test with Development Team for SuiteScript statuses;
- NetSuite configuration according to BRD;
- Monitoring of Issue Resolution and fixes

## PROJECTS

- Poultry Farm Manufacturing/ *Financials, FAM, P2P, O2C*
- Food Manufacturing/ *Financials, FAM, P2P, O2C*
- Shared Services/ *Financials, FAM, P2P, O2C*

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- Data Migration

## **PGE SOLUTIONS, Quezon City— *Senior Consultant***

JANUARY 2010 - JANUARY 2014

### **SENIOR CONSULTANT**

- Assess Customer implementation needs;
  - Identify gaps between customer requirements and NetSuite process
- Test mapped solutions and business processes in NetSuite based on the identified customer processes and requirements.
  - Develop innovative plans to solve their problems or bridge the gaps identified
- BRD (Business Requirements Document) preparation
- Setup and Configure NetSuite according to the signed BRD.
  - Custom Fields/Records
  - Custom Forms
  - Custom PDF Layouts
  - Users and Roles: Customization and assignment
- Reports & Searches:
  - Identify report requirements and prepare report requirements document
  - Customize Standard reports if required.
  - Creation of new reports or searches as required.
- Assist in End-User Training Sessions and provide user support.
- Coordinate with NetSuite Support for issues related to NetSuite system.
- Coordinate with Client on any issues for resolution.

### **JUNIOR CONSULTANT**

- Setup and Configure NetSuite according to the signed BRD.
  - Custom Fields/Records
  - Custom Forms
  - Custom PDF Layouts
  - Users and Role Customization and assignment
- Conduct End-User Training and provide user support.
- Coordinate with NetSuite Support for issues related to NetSuite system.

### **PRE-SALES CONSULTANT**

- Assess Customer implementation needs;
  - Identify gaps between customer requirements and NetSuite process and provide assessment

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