

# Pedro Cruz

San Jose, CA

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(408)-439-3065

Authorized to work in the US for any employer

## Work Experience

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### **Business System Analyst**

Neato Robotics, Inc - Newark, CA

2018 to Present

Accomplish objectives in innovation, efficiency, and quality by driving integrated NetSuite system strategy to manage business finances, operations, and customer relations. Collaborate with business stakeholders to gather a deep understanding of the business and deliver solutions to empower the business. Maintain user access, roles rights and provide end user trainingf.

- Capture requirements and design/document workflows by facilitating work sessions with stakeholders from multiple business units & 3rd party vendors/partners.
- Met evolving business requirements by implementing solutions in NetSuite, deploying and conducting end-to-end testing with all back-office applications.
- Optimized solutions using Customizations, Scripting, and Workflows.
- Improved decision -making processes by developing dashboards and operational reports to provide insight for teams, managers, and executives.

### **System Administrator**

LightRiver Technologies - Concord, CA

2017 to 2018

Achieved initiatives in boosting efficiency and information access by assessing business requirements, technical gaps and design, coding, testing, and implementation of customizations within software environment. Role included troubleshooting and end user support on different Salesforce and NetSuite environments. Implemented workflow solutions and NetSuite customizations.

- Enhanced the user experience by developing, testing, and deploying customization, custom objects, and new functionality based on changing business objectives.
- Enabled companies to reduce costs and drive growth, regardless of installed ERP with warehouse management (WMS), delivery and route sales, field service support.

### **Tool Program Coordinator**

Nextracker - Newark, CA

2015 to 2016

Managed purchase request and supplier setups, over \$14.5M while updating weekly and month reports with software systems to facilitate material movement, planning, and scheduling.

- Met customer demands by orienting inventory and working with supplier community.
- Developed, trained, and integrated best business practices for continuous improvements revolving procurement developments and system management.

### **Senior Advisor**

United States Marine Corps - Camp Pendleton, CA  
2007 to 2015

Developed and tested the newly integrated ERP system using Java (Oracle) and made certain customizations for effectiveness related to the operation. Created comprehensive reports to Senior Command for live analytic budgeting and forecasting. Managed a staff of 60 Quality Assurance Evaluators.

- Implemented six ERP (Oracle) systems that included inventory, role permissions, locations, system work flow management, reporting, data input, administration, and training with a 100% turn around.
- Identified a critical operational shortfall and initiated the process to ensure that Senior Command received awareness in regards to our operations.

## Education

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### **Bachelor of Science in Business Analysis**

University of Phoenix

April 2020

## Skills

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- Design Strategies & Solutions
- Efficiency Optimization
- Team Training & Development
- Impact Assessments & Security
- Budget Management
- Risk Mitigation & Avoidance
- Project Planning & Estimation
- Lean Development Cycles
- Feature Optimization
- Agile
- Business Analysis
- Requirements Gathering
- Systems Analysis
- SQL
- Business Requirements
- User Experience (UX)