

Krasimira Schulteis

NetSuite Administrator / IT Support Specialist

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Professional summary

NetSuite Administrator and IT Support Specialist with experience in ERP administration, EOI, programming and IT support. Proficient in NetSuite, EOI, JavaScript, and other key technologies, with a proven ability to enhance operational efficiency and streamline processes. Known for strong troubleshooting skills, analytical mindset, and a keen eye for detail, delivering high-quality solutions and saving significant manual effort through automation.

Employment history

FEB 2008 - PRESENT
NINETEEN

NetSuite Administrator / IT Support Specialist, Sunnest Service, LLC

- Resolve NetSuite issues, administer user accounts/permissions ensuring seamless operations.
- Develop custom NetSuite workflows, enhancing user experience and operational efficiency.
- Design custom dashboards, providing real-time insights and boosting decision-making efficiency.
- Develop and deploy new automation scripts, saving 15+ hours of manual work weekly.
- Implement and test EOI solutions liaising with trading partners, and monitoring data records.
- Manage and streamline Celigo and TrueCommerce integrations, boosting data accuracy and reducing manual entry errors by 30%.
- Provide comprehensive NetSuite training, empowering users with essential skills and knowledge for daily operations.
- Provide technical support for hardware and software issues via Zoom Desk and email.

NOV 2004 - MAY 2015

Survey Programmer, BDR / Lightspeed Research

- Programmed and tested online surveys using Python and Decipher, ensuring timely delivery.
- Developed and implemented survey templates that halved build time, enabling faster project completion and improved client turnaround.
- Collaborated with QA, QA, and Fieldwork teams to maintain high service quality.
- Produced quality programming, meeting both internal and client deadlines.
- Guaranteed overall service quality through close teamwork with management.

Web Developer, Shopmetrics EU Ltd.

- Engineered robust web solutions using HTML, CSS, and JavaScript, enhancing user experience and functionality.
- Utilized internal Project Management System with Jira/MS, boosting team efficiency by 25% and improving project tracking.
- Conducted rigorous testing and debugging, ensuring software reliability and reducing error rates.
- Authored comprehensive documentation and user guides, supporting seamless application usage.
- Worked with Designers and Back-end Developers to integrate new features, improving overall application functionality and user satisfaction.

Education

2018 - 2019

BULGARIA

BS IN COMPUTER SYSTEMS AND TECHNOLOGIES, Technical University Varna

Gained knowledge and skills in programming and databases, microprocessors and computer architecture, operating systems and computer networks

Skills

WebSuite (Experienced)



HTML (Skillful)



Windows (Experienced)



SQL (Experienced)



TrueCommerce Foundry (Experienced)



Python (Beginner)



JavaScript (Skillful)



CSS (Skillful)



Microsoft Office (Experienced)



Colligo Integrator.io (Experienced)



RF SMART (Skillful)



SQL (Beginner)



Links

[LinkedIn](#)

Additional
information

VOLUNTEER EXPERIENCE

I have been part of a volunteer organization in Bulgaria, helping children and young adults with disabilities and children deprived of parental care. Some of the areas I've been involved include:

- Working one on one with the children at a daycare center
- Organizing games and activities
- Helping on the art therapy program which encourages the children to use their imagination

Languages

Bulgarian (Native)



English (Fluently understand)

