

# RANDALL KERN

## Target Job Role: Solution Consultant

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### *Branding Statement*

Experienced, analytical, and goal-focused IT professional with combined 4+ years of extensive background in applications engineering, client support, and business analysis. Passionate about implementing new technology systems for businesses and integrating technical products on behalf of the businesses they work for. Proven track record of software/IT processes, helping customers apply innovative technology solutions to real-world business problems. A deep understanding of how to build applications for both internal use and applications for consumers. Solid techno-functionality ability to work intensively with technology as well as understand and communicate business objectives in a fast-paced environment.

### **Core Competencies:**

Technical Project Management | Project Plan | Resource Allocation | IT Consulting | Scrum/Lean/Agile Development Methodologies | Continuous Integration & Delivery | Business Process Management | ERP systems | Customer Requirements Analysis | System Requirements | Strategic Business Plans | Project Success Criteria | Stakeholder Engagement | Teamwork & Leadership | Superior Verbal and Written Communication Skills | Analytical & Critical Thinking

### **Computer & Technical Skills:**

IFS Enterprise Resource Planning (ERP), Novacura Business Process Management, Cognos Business Intelligence, Microsoft Dynamics 2011, AS400, PL/SQL, Oracle SQL Developer, HTML/CSS, Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

## PROFESSIONAL EXPERIENCE

**Style Crest, Inc. ■ Fremont, OH**

**September 2014 - Present**

### ***APPLICATIONS ENGINEER (August 2018 - Present)***

*Strategically lead the company's initiative to utilize Novacura Business Process Management Software as a user interface for the organization-wide implementation of the IFS Enterprise Resource Planning (ERP) software with 100+ applications to date.*

- ✓ Collaborate intensively with stakeholders across departments to create user-friendly interfaces for the new ERP.
- ✓ Streamline processes defined by stakeholders, ensuring workflow efficiency with other departments despite changes.
- ✓ Explore sustainable solutions that suit Style Crest best in collaboration with consultants.
- ✓ Develop integrations with the Credit Card, Online Ordering, and loyalty program to the ERP system.
- ✓ Steer the creation and maintenance of custom objects in IFS involving menus, screen design, reporting, fields, tabs, and logical units; once custom objects are accepted, moving from testing to production environment.

### ***BUSINESS PROCESS ANALYST (August 2017 - August 2018)***

*Leveraged industry best practices to create and maintain business reports utilizing Cognos Business Intelligence software.*

- ✓ Accurately analyzed existing business processes and helped transition those to the new ERP software.
- ✓ Generated and revised processes together with other departments as business flow changed.
- ✓ Assessed business requirements and provided evidence-based recommendations to support process improvements.

### ***CRM SPECIALIST, INSTALLATION SERVICES (May 2015 - August 2017)***

*Developed and implemented a new software solution for the Installation Services team using Microsoft Dynamics CRM 2011.*

- ✓ Input all orders from the customers into the CRM system and assign them to the appropriate coordinator.
- ✓ Monitored phone call volume, including reporting weekly activity of individuals within the installation team.
- ✓ Traveled to new acquisitions to train on Style Crest processes necessary for business expansion and continuity.

## PROFESSIONAL EXPERIENCE *continued*

### ***INSIDE SALES REPRESENTATIVE (September 2014 - May 2015)***

*Highly accounted for maintaining an account base and acquiring new customers relevant to sales growth and development.*

- ✓ Efficiently entered orders into the AS400 based system and used Excel to create a system that helped the users understand which products they could sell in the markets based on the requirements imposed by the Department of Energy.
- ✓ Developed a system to use in case a snow emergency forced employees to work remotely, including Mitel Phone Connection and Remote Desktop setup as necessary for business productivity and goal attainment.

## OTHER CAREER EXPERIENCE

**Bonotel Exclusive Travel ■ Las Vegas, NV**

**March 2014 - May 2014**

***ACCOUNTS RECEIVABLE CLERK***

**Furnace Creek Resort ■ Death Valley, CA**

**August 2008 - March 2014**

***FRONT DESK MANAGER (October 2013 - March 2014)***

***ASST. FRONT OFFICER MANAGER (November 2012 - October 2013)***

***FRONT DESK MANAGER (October 2013 - March 2014)***

***RETAIL AUDITOR (May 2012 - November 2012)***

***ACCOUNTING CLERK III (May 2011 - May 2012)***

***ACCOUNTS PAYABLE (June 2010 - May 2011)***

***NIGHT AUDITOR (May 2009 - June 2010)***

***FRONT DESK CLERK (August 2008 - May 2009)***

**Best Western - Fostoria Inn and Suites ■ Fostoria, OH**

**April 2006 - August 2008**

***NIGHT AUDITOR***

**Style Crest Products ■ Fremont, OH**

**October 2000 - March 2006**

***INSTALLATION COORDINATOR (January 2005 - March 2006)***

***INSIDE SALES TEAM LEADER (January 2003 - January 2005)***

***INSIDE SALES ASSOCIATE (October 2000 - January 2003)***

## EDUCATION & CERTIFICATION

**Full Stack Web Development Certification, Computer Software Engineering**

freeCodeCamp, Online

**2-Year Certificate, Marketing Education**

Vanguard Career Center, Fremont, OH

**High School Diploma**

Lakota High School, Kansas, OH