MICHAEL BILLINGS

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PROFESSIONAL SUMMARY

Business technology leader with over a decade of progressive IT and technology-team leadership — managing staff and delivery teams across multiple organizations since 2013 — formalized with a B.S. in Technology Project Management. Specializes in owning the business-systems estate end to end, with deep Oracle NetSuite expertise and 7 full-lifecycle ERP launches spanning manufacturing, warehouse management, supply chain, procure-to-pay, CRM, and third-party integrations (Celigo iPaaS). Proven record leading developers, consultants, and vendors while aligning executive stakeholders across multi-unit retail, wholesale, and hospitality environments — translating complex systems into adoption and measurable results for distributed, non-technical operators.

EXPERIENCE

Advectus Solutions Limited | Remote **Aug 2022 – Present**

Software firm delivering custom automotive Dealer Management Software built on Oracle NetSuite

Senior ERP Project Manager Dec 2023 – Present

ERP Implementation Project Manager / Senior Implementation Consultant Aug 2022 – Dec 2023

- Led 7 successful end-to-end, multi-million-dollar NetSuite ERP launches for medium and large clients — including international engagements, remote and on-site — from discovery and process mapping through go-live and post-launch stabilization.
- Promoted from Implementation Consultant to Senior ERP Project Manager within 16 months; manage 5 to 10 direct reports — remote developers and consultants based in Mexico — across a concurrent portfolio of 5 multi-million-dollar projects — 2 in active implementation and 3 in post-go-live support (Hypercare) — as the company's sole US-based consultant.
- Serve as primary liaison between software developers, system integrators, and executive stakeholders, driving cross-functional alignment, timely issue resolution, and clear status reporting.
- Consult on solution design and gather requirements on-site at client locations (traveling quarterly or more), then direct the development team to build and refine custom NetSuite and DMS functionality from that feedback — owning the loop from client need to delivered software.
- Designed and customized NetSuite across CRM, Warehouse Management, Procure-to-Pay, Manufacturing, supply chain, and master data management — including custom workflows, saved searches, role-based dashboards, user and permission administration, and third-party integrations.
- Introduced the Jira application suite and Agile/Scrum delivery standards (sprints, ticket flow, defect triage), improving development cycle and ticket resolution by up to 60% and raising client satisfaction.
- Delivered client software training and managed UAT cycles, using feedback to fine-tune configurations and drive user adoption at each launch.

Sun Communities & Sun Outdoors | Southfield, MI **Jan 2022 – Aug 2022**

Publicly traded operator of 500+ manufactured housing, RV resort, and marina properties

Systems Manager

- Owned planning, prioritization, and development cycles for Campspot, a $25M platform investment processing $100M+ in annual bookings — thousands of reservations daily for thousands of users across a distributed network of independently operated properties.
- Ran two-week sprints and quarterly milestones in direct partnership with department heads, key stakeholders, and company VPs.
- Built gap analysis from Zendesk ticket data to surface systemic platform issues; created roadmaps balancing bug resolution, enhancements, and integrations across AWS, Azure data lake, Salesforce, and NetSuite.
- Established data integrity and verification standards adopted for future platform initiatives.

Independent Consulting / Degree Completion | Royal Oak, MI **May 2020 – Jan 2022**

- Completed B.S. while leading a small retailer's point-of-sale and e-commerce migration from ShopKeep to Shopify, including project planning, PM tooling, email and domain migration, and ongoing IT management.

Ooze Wholesale (Cannatron) | Oak Park, MI **Apr 2019 – May 2020**

Inc. 5000 wholesale and retail company — $50M annual revenue and ~2,000 orders/day across 7 web stores, Amazon, eBay, retail, and wholesale channels

Information Technology Manager

- Implemented Oracle NetSuite ERP end-to-end, unifying retail, wholesale, Amazon, eBay, and 7 web stores in a single NetSuite instance supporting 100+ users and processing ~2,000 orders/day (~$50M annual revenue), including migration of inventory, financial, and customer data from legacy systems.
- Built direct Amazon and Shopify integrations using Celigo iPaaS (JSON) connectors; led business-side troubleshooting and enhancement.
- Managed a team of 5 consultants in NetSuite optimization; ran Scrum for the IT team (standups, planning, retrospectives).
- Migrated on-premises Active Directory to Azure AD for 100+ users, implementing Microsoft SSO and Intune automated deployment; deployed Jira and SharePoint company-wide with documentation and process-management standards; designed and delivered ERP training programs for team leads.
- Managed multiple concurrent projects including building expansion, email migration, VPN rollout for 30+ remote users, and ERP implementation.

Career Now Brands / CDL Marketing | Royal Oak, MI **Jul 2018 – Apr 2019**

Digital marketing and recruitment agency

Information Technology Manager

- Built the internal IT function from the ground up while leading the complete technology buildout of a newly purchased office building — sourced and managed all vendors and delivered structured cabling layouts, network infrastructure, VoIP, camera and security systems, and conference room interfaces, on deadline and within stakeholder scope.
- Deployed Active Directory for 75 employees with Google Workspace, VoIP, and LastPass integrations; established asset management, budgets, forecasts, and cost analysis that reduced IT infrastructure spend.

Earlier Career **2013 – 2018**

- Managed Services Consultant, Auxiom (2017–2018) — multi-client MSP support across server, network, and Office 365 environments under SLAs.
- Project Service Technician, Dell (2016–2017) — health department system refresh project; exceeded daily service quotas.
- Manager, Digital Inclusion at Eastern Michigan University (2013–2016) — managed staff across multiple locations for a technology social enterprise; promoted from site coordinator.

AI & AUTOMATION PROJECTS

- Built an AI-powered eBay listing pipeline: photos sent via Discord become drafted listings (Claude vision API), approved human-in-the-loop, then published via the eBay Sell API — provider-swappable LLM adapter (Anthropic/OpenAI).
- Deploy and maintain self-hosted LLM infrastructure on a personal Linux/GPU server — a Discord-integrated agentic assistant, with Claude Code operating under a git-gated workflow for automated maintenance.

EDUCATION

Eastern Michigan University | Ypsilanti, MI **2022**

Bachelor of Science, Technology Project Management

TECHNICAL SKILLS

- **ERP & Business Systems:** Oracle NetSuite (implementation, WMS, Procure-to-Pay, Manufacturing, CRM, master data, reporting), Salesforce, Campspot
- **Integration Platforms:** Celigo iPaaS, REST/JSON connectors, Amazon and Shopify integrations, AWS and Azure data lake pipelines
- **Project Management & Delivery:** Jira, Agile/Scrum, Azure DevOps, Microsoft Project, UAT management, vendor and SLA management, stakeholder reporting
- **Retail, POS & E-commerce:** Shopify, ShopKeep migration, Amazon, eBay, web store and domain management
- **Cloud & Infrastructure:** Microsoft 365 / Azure AD, Active Directory, Intune, SharePoint, Windows Server, Linux, Docker, networking and firewall administration, VPN and NAS deployment
- **AI & LLM Tooling:** Claude API (vision, tool use), Claude Code, OpenAI Codex, self-hosted LLM deployment (Linux/GPU), agentic automation, prompt engineering — applied across personal projects and professional delivery work