

LUKE HEDRICK

SYSTEMS MANAGER / SOLUTIONS ARCHITECT

OBJECTIVE

Experienced IT professional with a background in software development, automation, systems integration, and business process improvement. I enjoy taking complex problems and turning them into practical solutions that people actually use. Seeking a role where I can combine technical skills, project ownership, and a strong understanding of business operations to deliver meaningful results.

EXPERIENCE

SYSTEMS MANAGER / SOLUTIONS ARCHITECT

Oct 2021 – Present

Managed the technology and software to improve quality and efficiency. Designed workflows to reduce workload and human error. Designed a production lifecycle management platform supporting scheduling, manufacturing, fulfillment, shipping and reporting workflows. Designed ERP-to-eCommerce integration framework synchronizing customer, inventory, pricing and order data between legacy and modern systems. Implemented automation solutions by reducing manual operational processes from 15-35 minutes per day to approximately 2 minutes.

SYSTEMS ADMINISTRATOR

May 2019 - Oct 2021

Led the upgrade and modernization of a Medical Logistics company through Covid-19. I implemented new systems to allow for working from home, modernized old systems and data structures, and maintained two international websites through redesign and encapsulation.

IOT INTERN

Feb 2019 - Oct 2020

Developed and modernized applications for Internal government processes. Designed flows and wireframes, as well as developed many applications. Worked closely with a Power Apps Team to eventually Teach other users.

CONTACT

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ABOUT ME

I am passionate about data, efficiency, and building solutions that make people's work easier. I enjoy breaking down complex problems, understanding how processes actually function, and finding opportunities to improve them.

EDUCATION

IUPUI, 2021

BA of Science, Informatics

Applied Computer Science
Certification

Power Platform Fundamentals
Certificate

SKILLS

Development

Problem Solving

Solution Architecture

Process Automation

Systems Integration

Data Analysis & Reporting

Business Process Improvement

DELIVERED SOLUTIONS

MAJOR PROJECTS

INVENTORY AND WAREHOUSE MANAGEMENT SOLUTIONS

Business Problem

Business needed real-time product commitment and production data. Existing ERP did not include inventory or warehouse system with ability to forecast or to integrate with selling channels.

Solution

- Created an SQL server
- Created secure custom endpoints from selling channels
- Combined data in Dataverse
- Pulled data with Power Query.

Results

- Single location for all warehouse and inventory data
- Real-time inventory data
- Accurate predictive usage amounts
- Realtime committed inventory

PRODUCTION LIFECYCLE MANAGEMENT PLATFORM

Business Problem

Business' Scheduling was manually maintained on an excel sheet with no integration. Scheduling required traditional knowledge. Builds had no traveler or tracking documents, or reporting

Solution

- Created a scheduling application
- Created a tablet sister application for stations
- Tablets allow for breaking down station assignments, shipping and dock scheduling.
- Created multiple reports and variables with data

Results

- One location for tracking an order through it's life cycle.
- CS and BDMs have accurate real-time data.
- Custom notification and alerts built into the life cycle
- Document generation automatic and on demand
- Intercompany communication significantly improved.

RENTAL PROGRAM APPLICATION

Developed and modernized applications for Internal government processes. Designed flows and wireframes, as well as developed many applications. Worked closely with a Power Apps Team to eventually Teach other users.

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Results

- One location for tracking an order through it's life cycle.
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- Custom notification and alerts built into the life cycle
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- Intercompany communication significantly improved.

References available upon request at Luke.Hedrick0202@gmail.com

Please visit my [GitHub](#) for a more detailed breakdown of my projects.

TOOLS USED

Dataverse
Power Automate
SQL
Python
PowerShell
SQL

Data Gateways
Customer Connectors
Dataverse
Power Automate
Power Apps
SQL
Python

Barcode Scanning Workflows
Mobile Device Integration
Microsoft 365
Dataverse
Power Apps
Approval Workflows
SQL
Excel Templates