

FIONA MUTALE

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PROFESSIONAL SUMMARY

Highly effective Financial Systems Subject Matter Expert (SME) with 15+ years of diverse experience spanning Media, Retail, and IT sectors. Proven specialist in NetSuite (7+ years of consulting and end-user proficiency) and BlackLine Financial Close automation.

- **BlackLine Expert:** Served as a trusted product expert, demonstrating the value of the platform to prospective clients and internal stakeholders. **Instrumental in securing a 2022 Partner Award** by developing and leading a fully enabled BlackLine team.
- **Trusted Advisor:** Recognized for superior interpersonal and relationship-building skills, consistently acting as a trusted advisor to C-level stakeholders (CFOs, Controllers and other departmental Directors).
- **Core Systems Expertise:** Deep functional knowledge across NetSuite's core financial process flows: **Procure-to-Pay (P2P)**, **Order-to-Cash (O2C)**, and **Record-to-Report (R2R)**.

CORE TECHNICAL SKILLS

Financial Systems	NetSuite ERP (Full Finance Suite, OneWorld, SuiteApps, SuiteAnswers), BlackLine (Account Reconciliation, Task Management, Transaction Matching, Auto-Certification, Modern Accounting Playbook), SAP Financials, Concur, PyanGo, Trimble Manhattan, AgiCap, (Cashflow)
Process/ERP	P2P, O2C, R2R, CRM, Financial Close Automation, Financial Reporting, System Administration, UAT, End-User Training.
Project/Agile	Project Management, Business Requirements Gathering, JIRA , Confluence , Zephyr, Monday, Agile Framework.
Integrations	Dell Boomi (middleware concepts), Data Integration (BlackLine & NetSuite Connectors), Data Integrity Review.
Office/Soft	Advanced Microsoft Excel , PowerPoint, Word, Strong Written & Oral Communication, Stakeholder Management, Remote Working.

WORK HISTORY

Finance Department Project Consultant | 02/2025 – 08/2025

BlueBridge One Business Solutions Limited

Seconded to the Finance Department, reporting directly to the Finance Director and collaborating with the Finance team to implement and finalise key projects.

- Re-Implementation of Agicap, a Cashflow and Profitability Software
- Optimise Fixed Assets NetSuite Module, ensure generated Reports reconcile to the Trial Balance to minimise manual and excel work
- Enable NetSuite features, to enhance the use of Internal NetSuite such as PayLink and Customer Statements for the new Organisational Structure
- Assist and close key Finance enhancement Projects and ensuring Documentation for these processes are up-to-date

Finance & Accounting Automation Consultant | 06/2022 – 08/2025

BlueBridge One Business Solutions Limited

Upon the partnership between [BlueBridge One Business Solutions Limited](#) and [BlackLine](#) (as a Solution Provider), this role was created to distribute and support BlackLine's Finance Close automation software. Splitting my responsibilities into two distinctive areas.

BlackLine Presales

- Conducted discovery calls to map client pain points (manual processes, ERP challenges) to BlackLine's functional capabilities.
- Developed and delivered high-impact BlackLine platform demos, explicitly highlighting automation solutions for client-specific challenges (e.g., account reconciliation, close management).
- Collaborated with Sales to create and present ROI/business case models, quantifying platform value to accelerate deal progression.

BlackLine Implementation

- Documented and addressed discrepancies between client's existing processes and BlackLine's best-practice approach to finalize solution design.
 - Executed hands-on build and configuration of the BlackLine environment and Modern Accounting Playbook modules (Account Reconciliation, Task Management, Transaction Matching).
 - Collaborating with the BlackLine Tech Team, configured and tested secure data transfer from source ERPs (NetSuite, etc.) into BlackLine,
 - Built and configured automated rules, logic, and Reconciliation Templates for Transaction Matching and Auto-Certification, significantly reducing manual effort.
 - Prepared UAT scripts, guided client super-users through testing, developed and delivered comprehensive training, and provided critical Go-Live support
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Finance NetSuite Systems Analyst | 06/2021 – 06/2022

Beauty Pie Limited

Enhanced and maintained the NetSuite ERP and integrated business systems, supporting the NetSuite Manager and Finance team.

- Provided first-line support for end-users, managing day-to-day administration and maintenance of NetSuite and surrounding systems.
- Created and modified NetSuite workflows, saved searches, and reports to meet evolving business needs.

- Supported integration concepts via hands-on experience with **Dell Boomi** middleware and maintained up-to-date Finance process documentation in **Confluence**.
 - Collaborated with cross-functional teams to ensure stakeholder requirements were aligned and prioritized with overall business strategy.
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Finance NetSuite & Project Manager | 11/2020 – 06/2021

Bitfury UK Limited

Reported to the Group Finance Director, business partnering across a start-up blockchain group with 46 global subsidiaries.

- Served as System Administrator for NetSuite (Production & Sandbox), managing security, user roles, access, and installation of new bundles/modules.
- Maintained and updated the global group structure, ensuring correct configuration of locations, tax nexus/codes, and reporting entities for new and existing subsidiaries.
- Created customized financial reports and dashboards for different user groups, and provided testing, troubleshooting, and training for system issues.
- Tested and evaluated new NetSuite functionality/upgrades and executed system improvements aligned with finance leadership.

Pre-Sales NetSuite Consultant | 10/2019 – 10/2020

BlueBridge One Business Solutions Limited

Supported the Sales and Professional Services teams in the NetSuite pre-sales cycle.

- Conducted financial demonstrations of NetSuite's core finance functionality to potential clients, including successful hands-on ownership of demos for a new market segment within 3 months of joining.
- Led the successful implementation of a new NetSuite account (Financials), completing initial configurations for a smooth go-live.
- Assisted the sales team with **RFP/RFI** responses, providing detailed technical and functional answers.
- Supported project manager on various tasks, including Matrix Inventory item setup, custom segment classifications, and customized financial layouts.

Finance Systems Analyst | 06/2017 – 07/2019

Pret A Manger

Managed all finance business processes, systems, and documentation across the organization, reporting to the Head of Business Processes.

- Acted as System Administrator for all finance systems (**NetSuite One World, BlackLine, PyanGo, Concur, Trimble Manhattan**), setting up accounts and providing role access in accordance with **SOX compliance**.
- Coordinated ERP upgrades and new releases, including bi-yearly functional testing to ensure business workflows and enhancements were rolled-out on time.
- Reviewed the weekly integrity of integrated data, identifying issues, and performing reconciliation. Used advanced NetSuite Saved Searches to pull relevant financial data for analysis.
- Served as the conduit between Global Finance teams (USA, France, Hong Kong, China) and IT, effectively managing both small- and large-scale finance-based projects.

- Acted as the internal expert for NetSuite P2P, O2C, R2R, and Fixed Assets Management (FAM) end-to-end modules.

Business Analyst | 05/2015 – 12/2016

BBC Design & Engineering, Digital

A specialist role working with the Business Operations team in direct support of the COO

- Produced the monthly performance board pack for the newly formed Digital and Engineering division to meet government requirements.
- Managed the budget vs. actual spend (cost per user reach) metric to advise the leadership team on financial decision-making.
- Set annual performance targets, **KPIs**, and success metrics for BBC Online and Digital, benchmarking against industry growth and product roadmaps.
- Engaged with board members to manage the risk register, developing and tracking appropriate mitigation strategies.

Information Analyst | 06/2010 – 04/2015

BBC Radio & Music

Reports to BBC Radio Business Partners; understands systems/data for Network reporting/analytics

- Led the development of a comprehensive understanding of BBC Radio Scheduling and Reporting systems/data structures to meet reporting and analytical needs.
 - Reconciled the Scheduling system to **SAP Financials** and provided financial analytical data (product and talent costs) for Budget and Year-End processes.
 - Led the Supplier Review Benchmarking project for the BBC Trust; improved compliance reporting from an amber audit score to satisfactory.
 - Implemented a new time-saving procedure on the scheduling system by developing a field to indicate competitively won programme
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EDUCATION & CERTIFICATIONS

- Stress & Motivation Management - Project Management Institute - 2025)
- BlackLine **Financial Close Solution** Value Certification (2022, 2023, 2025)
- BlackLine **Invoice-to-Cash** Solution Value Certification (2024)
- BlackLine **Intercompany Solution** Value Certification (2024)
- Partner Certificate of Achievement Certificate of Achievement (2022)
- BlackLine **One Voice Messaging for Partners** Certificate of Achievement (2022,2025)
- **Entrepreneurial Skills** - Project Management Institute - A division of the Mindset Group (2023)
- NetSuite **Demo & Delivery** (SuiteSuccess)- 2024
- **SuiteFoundation Certification** | 07/2020 (renewable annually) | NetSuite Certification - London
- **Management Accountant (CIMA ADV DIP MA)** | Certified Institute of Management Accountants - London
- **NCFE Level 2 Certificate in Lean Organization Management Techniques** | Havering College - London
- **BA (Hons), Accounting & Finance** | University of Greenwich - London

