

EXPERIENCE

Senior Manager, ERP Administrator | NetSuite Operational Excellence

Aug 24 - Present

Afiniti CX - AI, London, United Kingdom

- Acting as the primary Oracle NetSuite Administrator supporting 145+ users across 41+ global subsidiaries, ensuring consistent ERP uptime, data accuracy, and operational efficiency.
- Lead ERP governance and administration across a global enterprise reporting to the Chief Accounting Officer, ensuring alignment between finance operations and system architecture.
- Define and enforce SOX-compliant change controls, documentation standards, and audit trails.
- Partner with global finance and IT leadership to translate technical issues into strategic business outcomes.
- Drive system automation using SuiteScript, SuiteFlow, and cross-application integrations, reducing manual workload and improving reconciliation accuracy.
- Working closely with the Financial Accounting Director to drive the strategic vision and define the system improvement roadmap for future enhancements.
- Administration and Consulting on the NSPB (NetSuite Planning and Budgeting) in close collaboration with the FP&A team to support planning, forecasting, and performance management activities.
- Supporting the Tax team with their tax filings, both internally via the Making Tax Digital (MTD) portal and externally through customised reports, ensuring full visibility into AP, AR, and GL taxation data.
- Oversee end-to-end ERP ecosystem integrity, bridging Salesforce, banking integrations (J.P. Morgan / FISPLAN), and internal process automation.
- Handled 948 total support cases so far, achieving a 90% resolution rate (851 closed / 97 active) with zero re-opened incidents, reflecting quality control and follow-through.

ERP Systems Accountant | Finance Automation & Digital Transformation

Jun 22 - Jul 24

UCAS, Cheltenham, United Kingdom

- Acted as the NetSuite subject matter expert, leading system improvements and digital transformation initiatives across Finance, FP&A, Tax, and Procurement functions.
- Delivered master data governance and audit integrity through process design, reconciliation, and validation frameworks.
- Partnered with FP&A, Tax, and Financial Accounting teams to modernise operations, enhance financial accuracy, and train system users.
- Led enterprise-wide upgrades and testing cycles, ensuring successful go-lives and post-implementation stability.
- Championed automation and user enablement, transforming finance workflows into transparent, data-driven operations.
- Owned the full lifecycle of NetSuite finance operations, integrating CRM, tax, and payment systems with Adaptive Planning.
- Directed the automation and integration of NetSuite with Salesforce and HubSpot enabling seamless data flow for revenue, billing, and pipeline visibility.
- Conducted fit-for-purpose system audits and implemented controls to ensure compliance with SOX and internal finance policies, reducing manual data intervention and audit queries.
- Designed and delivered a multi-phase system enhancement roadmap, improving financial data accuracy and closing cycle efficiency by 25% through automation and reporting improvements.
- Drove organization-wide ERP adoption through process alignment and governance consistency.

NetSuite Revenue Recognition Specialist | Financial Reporting & Compliance

Oct 20 - Jun 22

NoBlue Ltd., Nottingham, United Kingdom

- Collaborated directly with the Director of Professional Services to deliver a high-value Advanced Revenue Management (ARM) solution for a leading education software provider operating across the UK and Europe.
- Configured complex revenue arrangements and templates to automate recognition workflows for recurring and project-based contracts.
- oversaw the data extraction, transformation, and import of large-scale transactional datasets (Sales Orders, Invoices, Credit Memos) from Salesforce and HubSpot into NetSuite.
- Documented financial processes in Confluence and managed delivery using Jira for traceable, agile governance.
- Collaborated with the Director of ERP to deliver bespoke NetSuite architectures for multi-subsidiary deployments.
- Conducted solution workshops with the finance team to address reporting requirements and enhance visibility through Saved Searches and Financial Reports in NetSuite.

ERP Professional Services Consultant | Business Process Optimisation

Jul 19 - Oct 20

NoBlue Ltd., Nottingham, United Kingdom

- Delivered multiple end-to-end NetSuite implementations under SuiteSuccess methodology.
- Conducted workshops, requirement mapping, and solution design for clients in manufacturing, distribution, and services.
- Managed configuration, data migration and testing activities across concurrent client engagements.
- Supported business development by delivering demos, proposals, and technical consultation for new clients.
- Conducted discovery and design workshops with C-suite stakeholders to capture business requirements, translating them into scalable NetSuite configurations.
- Facilitated on-site go-live and post-implementation support, providing hands-on user training and system tuning to stabilise financial operations.

ERP Administrator & Consultant

Jul 18 - Jul 19

Emma Bridgewater Ltd., Stoke-On-Trent, United Kingdom

- Removed the Full Access role from 250+ users and reassigned appropriate roles with permissions aligned to the principle of least privilege and segregation of duties.
- Oversaw Shopify-NetSuite integration via Patchworks connector, ensuring accurate order and inventory data synchronisation.
- Created advanced reports and dashboards tailored for finance and supply chain.
- Developed documentation, training materials, and change management procedures to support ERP adoption.
- Managed all aspects of NetSuite administration, from module configuration to reporting and user enablement.

Junior ERP Consultant

May 17 - Jul 18

RSM UK (First Hosted Ltd.), Crewe, United Kingdom

- Supported multiple NetSuite implementations including requirement workshops, configuration, and UAT, under the leadership of a Principal NetSuite Architect.
- Delivered post-go-live support and system optimisation in collaboration with project managers and clients.

PROJECT PORTFOLIO

Commercial Leasing Group *NetSuite Advanced Financials, Advanced Revenue Management*

Deployed NetSuite OneWorld with 80+ subsidiaries for unified financial reporting.

Heavy Manufacturing Client *Advanced HTML PDF customisations, SuiteFlow*

Implemented Advanced Manufacturing and Verenia CPQ, including Suiteflow automation.

Medical Software Provider *Electronics Bank Payments, Zonal Advanced Billing for subscription based billing*

Delivered Zonal Billing, Electronic Bank Payments, and custom PDF templates for subscription management.

Customer Experience Artificial Intelligence

Multi-Subsidiary rollout for a global artificial intelligence giant, supporting from inception to post go-live.

EDUCATION

Masters in Computer Networks and Security

Sep 13 - May 15

Staffordshire University, Stafford, United Kingdom

Certifications

NetSuite Certified ERP Consultant Jun 23

David Rodman

Certificate# 19146

NetSuite Certified ERP Administrator Jan 22

David Rodman

Certificate# 28937

NetSuite Certified SuiteFoundation Jul 21

David Rodman

Certificate# 17113