

AFIYA RAHAMAN

Milton Keynes, UK

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Profile

Support-focused certified NetSuite Associate Consultant, with hands-on experience providing client-facing ERP support, logging and resolving support cases, and investigating functional and technical issues in NetSuite. Strong background in business, finance, and accounting, with practical exposure to Procure-to-Pay, Lead-to-Cash, Inventory Management, and Financials. Known for clear communication with clients, excellent attention to detail, strong problem-solving skills, and the ability to prioritise and meet deadlines in fast-paced support environments. Happy to relocate and open to hybrid or office-based roles.

Key Skills

- Strong communication skills, with experience in client-facing support and technical documentation.
- Ability to work independently and collaboratively within cross-functional teams.
- Proactive problem-solving and ability to manage priorities under tight deadlines.
- Demonstrated leadership in coordinating tasks and supporting project delivery.
- Detail-oriented with strong analytical and troubleshooting skills.
- Foundational accounting knowledge with practical application in ERP environments.
- Functional knowledge of ERP processes, including Procure-to-Pay, Lead-to-Cash, Inventory Management, and Financials (A/P, A/R, GL).
- Hands-on NetSuite skills: Saved Searches, Reports, Dashboards, Workflows (SuiteFlow), Custom Fields, Custom Records & Forms, Data Migration (CSV Imports), User Access & Permissions, System Configuration, and Release Testing/UAT.
- Technical knowledge of programming languages, including SQL, JavaScript, Python, HTML, CSS, PHP, and C++, supporting ERP customisation and automation.

Experience

Associate NetSuite Consultant at SAFA ERP Consulting, Milton Keynes (Part-time)

(2024 - present)

- Assisted in day-to-day support and administration of NetSuite ERP for clients, resolving functional and technical issues.
- Logged, tracked and managed support cases, ensuring timely responses and resolution in line with priorities.
- Built and optimised Saved Searches, reports, and dashboards to provide actionable insights for finance and operations teams.
- Supported end-users with training, troubleshooting, and guidance on NetSuite best practices.
- Configured custom fields, forms, roles, and workflows to meet client-specific business requirements.
- Collaborated with senior consultants in system testing, enhancements, and deployment of new features.
- Participated in data migration activities, including CSV imports, cleansing, and validation.
- Assisted in documenting functional requirements, support tickets, and process flows for client projects.
- Acted as a first point of contact for client support enquiries via email and calls.
- Provided regular case updates to clients, ensuring clear communication and a positive support experience.

Café Assistant & IT Administrator at Lilly Café, Milton Keynes (Part-time)

(2022 - 2024)

- Greet and serve customers with a friendly and professional attitude.
- Process orders using EPOS and handle payments efficiently.
- Respond to customer inquiries and resolve issues or complaints promptly.
- Prepare purchase orders and ensure timely restocking of café supplies.
- Collaborate effectively with team members to ensure smooth daily operations.
- Manage the café's social media presence by creating engaging content and interacting with customers online to boost brand visibility.
- Complete end-of-day (EOD) reconciliation accurately.
- Investigate and resolve IT system issues, including POS and BrightHR.
- Manage POS user accounts and configure system settings.
- Conduct new employee onboarding by adding profiles to BrightHR and maintaining HR documentation.
- Prepare and organise payroll information accurately.
- Assist with risk assessments and record findings in BrightHR to ensure compliance with workplace safety standards.

Projects

- **Designed and implemented NetSuite Purchase Order Approval using SuiteFlow**

Designed and implemented a Purchase Order approval workflow for a client using NetSuite, automating multi-level approvals and streamlining the procurement process.

- Configured workflow to route POs based on department and subsidiary approvers, with conditional logic: POs under the department Level threshold routed to department Head for approval. POs above the threshold are further routed to the CFO (subsidiary approver) for approval.
- Implemented email notifications with direct PO links for approvers to approve or reject the POs, and set up dashboard reminders for approvers, a dashboard list for the PO creator to keep up to date on the status of the PO.
- Automated process for resubmission: rejected POs return to the creator for amendments, and upon resubmission, it restarts the approval workflow.
- Final approval triggers an automatic email to the supplier with the predefined email template and the PO PDF attached. The email is also CC'd to the employee who created the PO.
- Ensured data integrity by restricting edits post-final approval of the PO to administrators only.
- Enhanced efficiency, reduced manual intervention, and improved compliance in the procurement approval process.

- **Dissertation Project: Development of a Personal Finance Management Tool (BudgetWise)**

Undertaking a dissertation project as part of my BSc Business Computing degree at the University of Northampton. The project focuses on developing BudgetWise, a user-friendly web-based platform that helps individuals track expenses, set budgets, and manage their finances effectively.

- Key functionalities include expense tracking, budget management, and financial reporting to provide insights into spending patterns and support informed decision-making.

- Full-stack development using **SQL, PHP, HTML, JavaScript, and CSS**, ensuring secure data handling and optimal system performance.
 - Conducted user research and usability testing to refine the tool based on real user feedback.
 - Enhanced expertise in **software development, database management, and user experience (UX) design** through this project.
- **Portfolio Website**
Designed and developed a personal portfolio website using **HTML and CSS**, highlighting my projects and skills.
 - **School Attendance Tracking System and Parent Notification App**
Part of the testing team for a school attendance tracking system and a parent notification app (iOS and Android).
 - Ensured seamless functionality of features such as notifications for absences, late arrivals, fee status, upcoming events, and exam grades.
 - **Mental Health Portfolio Website**
Designed and implemented a mental health awareness website using HTML, CSS, and JavaScript, aimed at providing valuable information and resources.
 - **Electronic-Themed Web Application**
Developed a web application with an electronic theme using **PHP** and a **MySQL database**, ensuring smooth data management and user interaction.
 - **Travel and Adventure Booking Platform (Database Management System)**
Designed and implemented a comprehensive database management system for a travel and adventure booking platform.
 - Utilised **SQL and PL/SQL** with relational database concepts to ensure efficient data organisation and retrieval.

Software Knowledge

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|------------------------|---------------------------|
| • Microsoft Word | • Microsoft Visual Studio |
| • Microsoft PowerPoint | • MySQL |
| • Microsoft Excel | • Jupyter |
| • Tableau | • Oracle NetSuite |

Education

BSc Business Computing at the University of Northampton, UK

(2022 - 2025)

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|-------------------------------------|----------------------------------|
| • Problem Solving & Programming | • Database Design & Development |
| • Digital Footprint | • Website Design |
| • Computer Systems | • Web Programming & Development |
| • Software Engineering Fundamentals | • Object Relational Database |
| • Group project | • Web programming |
| • Business Intelligence | • Modern Databases |
| • IT Project Management | • Cybersecurity and Cryptography |

AAT Level 1 – Award in Bookkeeping

(2023 - 2024)

- Role of the Bookkeeper
- Bookkeeping Terminology
- Documents Used in Buying & Selling
- Recording Financial Transactions
- The Dual Effect of Transactions
- The Cashbook and Bank Statements
- Use of Accounting Software

JavaScript Training at CROMA Learning Campus

(2023 - 2024)

- JavaScript Basics – Syntax, Statements, Expressions, etc.
- JavaScript Core - Objects & Arrays, Jason, Functions, etc.
- Language Fundamentals – Variables, Numbers & Strings, Operators, etc.
- Conditionals & Loops – if, else if conditions, Switch/Case, for Loop Syntax, etc.
- Async Programming – Promises, Async/Await, etc.

Certifications

- AAT Level 1 – Award in Bookkeeping – AAT | 2024
- BI and Reporting Associate – Oracle NetSuite | 2025
- AI Foundation Associate – Oracle NetSuite | 2025
- Financial Associate – Oracle NetSuite | 2025

Hobbies & Interests

- Stay updated on technology advancements through YouTube videos and technology blogs.
- Enjoy travelling to new places and exploring natural beauty.
- Passionate about sharing knowledge with others and actively engaging in community activities.
- Enthusiastic about cooking and gardening.

References

References are available on request.