

AISHA ISSA

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PROFESSIONAL SUMMARY

Finance Operations Specialist with 4+ years of experience designing, optimizing, and standardizing finance processes across consulting, hospitality, and healthcare environments. Delivered finance operations support to 7 clients across Africa, Asia, Europe, with engagements ranging from 1-month bookkeeping and tax projects to 6-month embedded finance operations partnerships. Reduced DSO from 45 to 30 days, improved annual cash flow by \$120K+, accelerated month-end close from 10 to 3–5 days, reduced manual errors by 40% across 150–2500 monthly transactions per client, and developed 12+ SOPs to standardize distributed finance operations. Brings a strong accounting foundation with a broader focus on process improvement, financial operations, workflow design, controls, data integrity, and scalable finance processes for growing businesses.

SKILLS

Core Finance Operations: Month-End Close Ownership, Accounts Receivable Optimization, Accounts Payable Optimization, Cash Flow Forecasting, Working Capital Management

Process & Controls: SOP Development, Internal Controls, Audit Readiness, Workflow Automation

Analysis & Reporting: KPI Dashboards, Variance Analysis, IFRS Reporting

EXPERIENCES

Independent Finance Operations Consultant

Self-Employed | Remote — Global Clients | Feb 2025 – Present

Roles And Responsibilities:

- Delivered finance operations support to 7 clients across 5 countries, managing 150–300 monthly transactions per client and engagements valued at £385K and \$402K.
- Reduced manual errors by 40% through structured audit trails, strengthening financial data integrity across all engagements.
- Delivered 100% on-time monthly closes for 5+ remote clients by coordinating asynchronous workflows and structured close activities across time zones.
- Developed 12+ SOPs covering AR aging, month-end close, reconciliations, and expense workflows, creating standardized processes across distributed client environments.
- Built SaaS KPI dashboards in Google Sheets tracking MRR, churn, LTV, and CAC, improving visibility into operational and financial performance.
- Retained by 3 clients until they hired on-site accountants, ensuring smooth handover of documented processes and controls.
- Streamlined AR, AP, reconciliation, and expense workflows by introducing structured processes and reducing reliance on manual procedures.

Finance Operations Specialist (AR)

Source of the Nile Hotels | Jinja, Uganda | Feb 2024 – Jan 2025

Roles And Responsibilities:

- Promoted to full-time AR ownership after identifying and resolving \$18K in legacy AR discrepancies, missing invoices, duplicate entries, and VAT/EFIS compliance gaps.
- Reduced DSO from 45 to 30 days through structured collections follow-ups and automated payment reminders, improving annual cash flow by \$120K+.
- Resolved \$8K in billing discrepancies through contract-to-invoice reconciliation, improving billing accuracy and supporting timely collections.
- Standardized receivables processes by strengthening aging reviews, reconciliation procedures, documentation, and follow-up workflows.

- Strengthened AR controls by identifying billing exceptions, investigating discrepancies, and coordinating timely resolution.
- Coordinated finance activities with operational stakeholders to improve communication around invoices, outstanding balances, and payment requirements.

Finance Analyst (GL Accountant)

Source of the Nile Hotels | Jinja, Uganda | Aug 2023 – Jan 2024

Roles And Responsibilities:

- Accelerated financial reporting turnaround by shortening the month-end close from 10 days to 3–5 days through automated reconciliations and targeted variance reviews.
- Resolved an \$18K General Ledger discrepancy through root-cause analysis, strengthening internal controls and reporting accuracy.
- Maintained IFRS-compliant financial reporting with zero audit adjustments across 4 consecutive quarters through rigorous account reviews.
- Analyzed General Ledger movements and account balances to identify unusual fluctuations, investigate exceptions, and strengthen financial data integrity.
- Prepared monthly P&L and variance analyses to highlight material financial movements and support management decision-making.

Finance Operations Specialist

Afri-Egypt Hospital | Jinja, Uganda | Apr 2022 – Jul 2023

Roles And Responsibilities:

- Directed an on-site accountant on Uganda legislation, tax compliance, and internal controls, bridging the gap between Egyptian accounting practices and Ugandan regulatory requirements.
- Managed 300–500 monthly transactions across patient billing, vendor payments, and cash reconciliation, maintaining accurate records with zero unreconciled variances.
- Collaborated cross-departmentally with clinical and administrative teams to resolve billing discrepancies, improve payment turnaround, and ensure financial records aligned with operational activity.
- Built and maintained structured financial records from the ground up, establishing the hospital's first organized finance documentation system.

SELECTED PROJECTS

Month-End Close Framework | Excel, Power BI

- Built a 12-step close checklist and Power BI dashboard for consulting clients, reducing close time from 10 days to 3–5 days and cutting variance exceptions from 28 to 4. Framework covered task dependencies, owners, due dates, sign-off tracking, materiality thresholds, exception flagging, and monthly trend analysis.

13-Week Cash Flow Forecasting System | Excel

- Developed a 13-week rolling cash flow model with AR aging integration, AP payment scheduling, scenario analysis (Base, Optimistic, Conservative, Stressed), covenant breach monitoring, and weekly variance tracking. Enabled full liquidity visibility 13 weeks forward and proactive working capital decisions.

Finance Operations Redesign | Excel, Power BI

- Designed an end-to-end finance operations redesign for a multi-entity business, including before/after KPI comparison, ROI model (£53K implementation cost, £324K annual benefit, 1.96-month payback), control testing matrix, risk assessment, and process transformation roadmap. Reduced DSO by 13 days, accelerated close by 5 days, and saved 85 manual reconciliation hours per month.

SaaS Revenue Recognition & ASC 606 Compliance | Excel

- Built an ASC 606-compliant revenue recognition system for a 20-customer SaaS portfolio with mixed contract types (Monthly, Annual Upfront, Multi-Year). Included automated amortization engine, deferred revenue reconciliation, cohort analysis (gross retention, churn, NRR), GL entry mapping, and monthly revenue close checklist.

EDUCATION

- **Bachelor of Business Studies (Finance & Banking)** | Islamic University in Uganda | 2021
- **Diploma of Business Administration** | Puntland Institute Uganda

CERTIFICATIONS

- **Enterprise Systems** | University of Minnesota | July 2026
- **QuickBooks Online Certified ProAdvisor** | Intuit | March 2026
- **Xero Certified Associate** | Xero | March 2026

TOOLS

QuickBooks, Xero, Microsoft Excel, Power BI, Google Sheets, Google Workspace, CRM Systems, Workflow Automation, KPI Dashboards, Digital Workflows, Async Communication.

LANGUAGES

- English - Fluent
- Swahili - Native

REFEREES

Available upon request.