

# Nor Aqilah Mohd Mazlan

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## Summary

Skilled operation analyst with over 4+ years of professional experience. Eager to support the sales team with the pre-sales activity. Improved the sales team productivity by up to 10% and boosted participation in lead/account management project.

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## Experiences

### Pre-Sales Marketing Assistant

#### Mark Sharp and Dohme

March 2016 – May 2016

Responsibilities: -

- Exercises independent judgment and discretion while providing day-to-day policy/account service to customers and responding to specific customer questions, issues, and order processing.
- Prepared billing and invoices for customers.
- To guide the customer service teams, to ensure that the Divisional/Departmental customer service practices are aligned to the standards expected throughout.
- Liaise with multitasking with sales represented and client at the same time.
- Communication with warehouse team and logistics for delivery medicine supply into the correct route.

### Senior Sales Support Specialist Operation

#### Service Source International (Malaysia) Sdn Bhd

DELL APOS (Automation Team) – EMEA Region

June 2016 until Oct 2021

Responsibilities: -

- Provide support to client contract renewals process for renewals of maintenance, support, and subscription that includes but is not limited to the following functions:
- Process purchase orders for customer contract renewals which includes validation to invoicing functions in the Salesforce.
- Prepare sales quotations for a customer using a dedicated client database system proactive and reactive.

- Extract reports for internal use by mining information from internal and external sources. e.g EOD, Dashboard, assets report in the Salesforce.
- Liaise with a sales representative of multinational particularly EMEA with professional manners.
- Entertain all query/escalation/expedite from partner and manager.
- Seeking and chasing for approval and confirmation from partner until close sale in the Salesforce.
- Administer the communication and engagement between the ops team and sales/partner/client.
- Highlight the ops team for any change of partner business entity updated by the Manager.
- Maintaining high quality and strictly obligate to information security compliance.
- Participate in a working plan from engagement with the manager and team members from time to time to ensure timely and smooth workflow.
- Handle queue management and delegate a task to the team member and assist attendance on behalf manager

#### **Operation Analyst (e-Commerce/SMB)**

##### **Denave (M) Sdn Bhd**

##### **Project: Lenovo Technology (M) Sdn Bhd**

**Nov 2021 until the present**

Responsibilities: -

Provide support to the sales team for maintaining the relationship with the clients:

- Contribute to a working plan from engagement with the manager and team members from time to time to ensure timely and smooth workflow.
- Basic web profiling /research / verify customer information and update in Dynamic365.
- Create tickets and follow-ups for new account creation in CRM/Sold-To ID creation in Dynamic 365 for the credit term contract.
- Update and monitor the order by weekly and conduct the pipeline review for team (Weekly, Midweek)
- Monitor the productivity such as order loads, daily calls, call attainments etc.
- Managing and assist the team on the incoming promotion program.
- Creating the electronic direct messaging to sales team for their clients in every promotion programs.
- Consolidate the master data quarterly basis and clean/analyst the data accurately with the PowerBi.
- Monitor the disposition call in the system and managing the call disposition report in PowerBi.
- Administer the communication and engagement with all team.
- Analyst the report with the actual sales daily report for the management report.
- Analyst and preparing the account coverage to the sales team for the weekly target.
- Seeking and chasing for approval and confirmation to close a deal from the higher-level management.
- Liaise with the team managers on the sales productivity and management report.

## Education

2007 – 2012	SMK Sultan Salahuddin Abdul Aziz Shah Alam Sijil Penilaian Menengah
2013 – 2015	DRB HICOM University of Automotive Malaysia (DHUAM) Diploma in Enterprise Resource Planning (ERP)
Final Project	<b><i>Effective of Knowledge Base System – Moodle System Implementation in DHUAM from Student Perspective</i></b>
Achievement	<b>Recipient of Dean List Appreciation Award of Head Department, Year 2013-2015</b>
2016 – 2018	ASIA E University (Singapore) Bachelor in Supply Chain Management
Final Project	<b><i>The Elimination of Escalation Process in Quoting Process Dell APOS.</i></b>

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## Skills

- Deep knowledge of core Microsoft platform, including Teams, Skype for business, Dynamic 365 etc.
  - Proficient in **Microsoft Office** especially **MS Office, MS Powerpoint, MS Outlook, MS Word** etc.
  - Advance in **SAP System, Oracle, Citrix, Salesforce.**
  - Excellent written and verbal communication skills.
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## References

Dalisya A.Daud

Sales Manager

Lenovo Technology Sdn Bhd

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Madiah Hj Idrus

Operation Manager 2

Sales Manager Servicesource International

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